

# LAUREN MATHIE

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## **SUMMARY**

With over 5 years of work experience, I have been able to highly develop my managerial and customer service skills whilst also gaining a range of technical knowledge. I am a reliable, friendly and conscientious person, I enjoy meeting new people, taking on new challenges and working as part of a team, but I am equally comfortable and have the confidence to work individually, under my own initiative.

## **KEY SKILLS / STRENGTHS**

- Customer care and communication skills
- Confidence - Work on my own initiative
- Willingness to train/study for qualifications
- Ability to follow instructions
- Friendly, co-operative attitude
- Strong organisational skills and attention to detail

## **EMPLOYMENT HISTORY**

### ***December 2017 to present: Mansion House Group –***

My role as Office Manager includes general responsibility for petty cash, logging purchase invoices, dealing with any queries and issuing sales invoices, liaising with the in house company solicitor in typing legal documents and letters using tracking on Microsoft Word, managing the office stationery and supplies and assisting with the preparation of handovers of properties at completion of sale. I also receive incoming calls and managed reception and deal with opening, signing for and distributing incoming and outgoing post. More specific duties involve producing quarterly and monthly rental invoices, reconciling bank statements, producing quarterly VAT returns and monthly CIS Statements for contractors.

### ***May 2015 – December 2017: Hibbert Homes –***

Having worked as part of the Sales and Lettings teams at Hibbert Homes for over a year I gained and improved on many of my skills which has enabled me to become more confident and approachable. My duties at Hibbert Homes included regularly liaising with clients over the phone and via email, arranging meetings and appointments with both vendors and purchasers, taking control of the social media and website to keep to ensure customers are kept up-to-date with the business news. Whilst working I have also further improved by customer service skills, ensuring I always meet customers' needs and meet all deadlines that are required of me.

### ***November 2014 to September 2015: Hogan's of Hale –***

While working at the bar and bistro I took up a number of roles, working on reception greeting customers, making them feel welcome, working behind the bar serving drinks and taking

customers' orders and also when required taken up the role as bar back in clearing tables and ensuring the bar is fully stocked with all is required.

**May 2014 to September 2014: Meridian Business Support Ltd –**

Whilst working full-time as a Trainee Sales ledger Co-ordinator in the large credit control department at Meridian I was an active member of the company, with this role I had the daily tasks of producing databases and reports within Microsoft Excel and Access for the finance department, inputting the daily payments and correlating remittances. This role helped me to further develop my business analysis and technical development skills. Through this, I also improved my personal time keeping skills and also never failed to complete work within time scales I was set.

**December 2013 to May 2014: McDonald's –**

Within this position, I had to listen to customers' needs and also work in a fast-paced environment. Working at the restaurant has shown that I am reliable and committed to strive and do well in the work place, I can also positively work in a team environment and show initiative when needed.

**EDUCATION AND QUALIFICATIONS**

- ♥ **September 2018 – June 2019:** Trafford College (Science and Technology Campus)  
AAT Level 2 Certificate
- ♥ **September 2016 to Current date:** University of Salford – Business School  
Studying: Business Information Technology
- ♥ **September 2014 to June 2016:** Trafford College (Altrincham Campus)  
BTEC Level 3 Extended Diploma – (IT Networking and Systems Support) – D\*D\*D
- ♥ **September 2008 to June 2013:** Altrincham Grammar School for Girls  
*GCSE's Achieved:* 4A, 6B (including: Maths - B, English Language – B, English Literature – B and ICT - A)

**ACHIEVEMENTS**

- ♥ IBM University Business Challenge
- ♥ NCS (National Citizen Service)
- ♥ Duke of Edinburgh Bronze, Silver and Gold Award
- ♥ Dance Leadership Award

**REFERENCES**

**HIBBERT HOMES**  
**Name:** Adrian Hibbert  
**Position:** Managing Director  
**Contact Details:** adrian@hibberthomes.com

**MANSION HOUSE GROUP**  
**Name:** Vanessa Hamer  
**Position:** Financial Director  
**Contact Details:** vanessa@mansionhousegroup.com