# *Resume*

Contact Information

Name: Susannah Warnock

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 Bangor

 Co. Down

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Personal Information

Age: 32 years old

D.O.B: 19/02/1982

Nationality: British & Irish

C.R.C No criminal convictions

# *Education*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **From** | **TO** | **School/College/University** | **Subject(s)** |  |
|  |  |  |  |  |
| **1993** | **1998** | **Glenlola Collegiate** | **Maths** | **Obtained** |
|  |  | **Bangor** | **English** | **Obtained** |
|  |  |  | **English Literature** | **Obtained** |
|  |  |  | **French** | **Obtained** |
|  |  |  | **Double Award Science** | **Obtained** |
|  |  |  |  |  |
| **1998** | **2000** | **S.E.R.C** | **GNVQ3 Advanced in Business** | **Obtained** |
|  |  | **Bangor** | **Studies** |  |
|  |  |  |  |  |
| **2000** | **2003** | **University of Abertay -** | **BA Degree in** | **Obtained** |
|  |  | **Dundee** | **Accountancy and Finance** |  |
|  |  |  |  |  |
| **2008** | **2009** | **S.E.R.C** | **NVQ2 in Beauty Therapy** | **Obtained** |
|  |  | **Bangor** |  |  |

# *Employment*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **From** | **To** | **Employer** | **Job Description** | **Reason for Leaving** |
|  |  |   |  |  |
| **Sept** | **Present day** | **N/A** | **Currently Studying in South Eastern** | **N/A** |
| **2013** |  |  | **Regional College doing Level 3**  |  |
|  |  |  | **Beauty Therapy** |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Oct** | **JULY** | **Housing Benefit** | **Working Computerised**  |  |
| **2012** | **2013** | **Newtownards** | **records and queries** | **Decided to go back** |
|  |  |  | **Speaking to the public**  | **To college** |
|  |  |  | **sorting post for departments** |  |
|  |  |  |   |  |
| **March** | **May** | **Teleperformance** | **Call Advisor- NHS Blood Service** | **Temporary P/T** |
| **2012** | **2012** | **Bangor** | **Organising blood donations** | **Position** |
|  |  |  | **Dealing with Patient records** |  |
|  |  |  | **Answering medical queries** |  |
|  |  |  |  |  |
| **2008** | **30/12/2011** | **N.I. Civil Service** | **Administrative Officer** | **wanted something** |
|  |  | **Belfast** | **Maintaining computerised** | **different** |
|  |  |  | **accounts** |  |
|  |  |  | **General Admin duties- filing,** |  |
|  |  |  | **faxing, photocopying,**  |  |
|  |  |  | **answering phones and talking** |  |
|  |  |  | **to the public** |  |
|  |  |  |  |  |
| **2006** | **2008** | **N.I. Water Service** | **Call Centre Advisor** | **wanted more**  |
|  |  | **Belfast** | **Working Computerised**  | **responsibility** |
|  |  |  | **records** |  |
|  |  |  | **Speaking to the public and** |  |
|  |  |  | **contractors** |  |
|  |  |  |  |  |
| **2005** | **2006** | **Phoenix Gas** | **Billing Support** | **better working** |
|  |  | **Holywood** | **Talking to public**  | **conditions** |
|  |  |  | **Handling domestic incentives** |  |
|  |  |  | **Dealing with other Depts.** |  |
|  |  |  | **General Admin work** |  |
|  |  |  |  |  |
| **2004** | **2005** | **Child Benefit** | **Revenue Officer** | **only on a**  |
|  |  | **Belfast** | **Maintaining Computerised** | **Temporary**  |
|  |  |  | **accounts** | **contract** |
|  |  |  | **talking to the public** |  |
|  |  |  | **General Admin duties** |  |
|  |  |  |  |  |
| **2003** | **2004** | **Dundonald High School** | **Teaching Assistant** | **Wanted to try** |
|  |  | **Belfast** | **Helping other teachers and**  | **Job in business** |
|  |  |  | **Students with lessons** |  |
|  |  |  | **escorting pupils to classes** |  |
|  |  |  | **General Admin duties** |  |

# *Hobbies/Interests*

Horse-riding, Reading, Music, Sketching/Drawing, Learning about other cultures and

Their histories

# *Personal Statement*

I have been working in an office environment for over 7 years now, and have done a variety of jobs and tasks. When it comes to work, I am flexible and can pick up new skills quickly. I also get along well with other members of staff, and can work as part of a team or on my own. I am also available to help as and when needed, and can take on new jobs with confidence and with little assistance.

I’ve also done presentations during my education in grammar school and college, and found it easy to communicate with the others in the class and get my point across. When it comes to my work, I love to think of new ways to get the information communicated across easily so that it can be understood and remembered. I’m enthusiastic about working with adults or kids and really feel that both sides (them and i) can learn a lot.

During 2003-2004, I worked as a teaching/classroom assistant in Dundonald High School, helping children aged between 11 and 12 years old, with learning/behavioural problems, and aided the teachers with their lessons. I got along well with the children and found it easy to connect and talk with them in order to help them. I helped to prepare for lessons aswell as covering a variety of subjects including English, Math, and Science.

I also come from a teaching family as my mother was a Maths teacher in a high school for over 30 years, so I understand about class schedules and lesson structures, and have been around schools most of my life, either as a student, as an member of staff, or the daughter of a staff member.

# *Referees*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Louise Harvey |   | Name | Ken Perry |
| Position | Process Manager |   | Position | Acting Principal |
| Address | N.I. Water |   | Address | Dundonald High School |
|   | Queen StreetBelfast |   |   | Belfast |
|   |  |   |   |   |
|   |   |   |   |   |
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