

Katherine Jane Parris

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7050 Masmy St Jean, Belgium

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PERSONAL INFORMATION	<ul style="list-style-type: none"> Marital Status: Married with no dependents Nationality: English Date of Birth: 25th January 1969 Place of Birth: Bridport, Dorset, England Driving Licence: Full Clean European Driving Licence (since 1987) Available for Employment: Immediately
PERSONAL STATEMENT	<p>I am a competent, reliable, well-motivated individual who has a mature attitude to the needs of the employer for whom I work. I enjoy a challenge either mental or physical. I also enjoy responsibility and work well under pressure and within deadlines. Have worked in Sales and Customer Services for the past 15 years with an exceptional flair (and a passion) for dealing with clients; resolving issues or problems whilst increasing customer loyalty and sales turnover. With my previous experience in PR, Secretarial and Charity Organisational Work, I feel I can adapt quickly to most situations and can work as part of a team or on an individual basis. I have a good command of the English Language and am self-motivated. I have been in positions of trust, handling money, keys and highly confidential information. I am punctual, trustworthy and hard working. I feel my professional approach, positive attitude and friendly disposition along with a good sense of humour has helped me in the supervision of staff and in my many dealings with clients and the public.</p>
SUMMARY OF EDUCATION AND QUALIFICATIONS	<p>Woodroffe School, Lyme Regis, Dorset. Left 1985. Gained 5 "O" Levels or equivalent</p> <p>St James Secretarial College, Knightsbridge & Symmondsbury 1985-1986 Exclusive Girls College, only 12 pupils to 5 staff. 3-year course crammed into intensive 1-year course. also performed the role of Finishing School including Deportment and Social Etiquette. Elected Deputy Head Girl. Was invited from here to join the Ministry of Defence.</p> <ul style="list-style-type: none"> European Computer Driving Licence Crown & Civil Service Entrance Exam (Distinction) RSA Typing Stages 1, 11, & 111 (all Distinctions) Pitman Word Processing Elementary, Intermediate & Advanced (all 1st Class Pass) Pitman Audio Typing Stages 1, 11 & 111 (all Distinction) 120 wpm 5 "O" Levels Certificate in Customer Care Quality Assurance Assessors Certificate AVA Media Training for TV & Radio Course Pitman Office Practice (1st Class Pass) Pitman Typing Elementary, Intermediate & Advanced (all 1st Class Pass) Health & Hygiene and Training Certificate Counselling Skills Learn Direct Certificate in Management
WORK ACHIEVEMENTS	<p>Being able to utilise all my previous skills and experience as a counsellor, organiser and administrator in the aftermath of the 7/7 bombings. Being selected from 2,000 applicants for a job with the MOD. Running a business of 30+ staff. Recruiting, Training and Mentoring Staff then seeing them develop and progress within the business. Enabling JBS to be the first company, outside a pilot scheme, to be awarded the Industry's Quality Assessment and thereafter for following 8-years. Initiated and maintained the Annual Staff Assessment including Motivating and Training. Being elected by the Vending Industry to be their first vice-chair under the age of 30. Led the Introduction and Development of a Computerised System to JBS. Being selected to run the Vending Operators Training Pilot Scheme for the Automatic Vending Association. Achieving 99% Customer Care Satisfaction in Customer Service Questionnaire.</p>

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EMPLOYMENT HISTORY

VICTORIA & ALBERT (V&A) MUSEUM, Kensington, London. Sep - Oct 2006

- Voluntary role within the Archive Library assisting with researching and cataloguing the Renier Children's Library Collection.

VENTURE PORTRAITS, London. May 2005 - Feb 2006

- Freelance Promotional Sales Consultant for London Photographic Studios with responsibility for large temporary exhibitions (Olympia, Earls Court, Debenhams and Harrods)

THE HIVE, Victoria, London. Jan - July 2005

- Tri-Service Military Information Officer responsible for families' liaison and cover for Service Personnel HIVE. Instrumental in creating a Central London Tri-service Military Newsletter, dissemination of information and promoting the HIVE in a professional manner.

K B BUSINESS CONSULTANCY, Oaklands, Somerset. 1st February 2003 - Jan 2005

- Project Manager (Part-Time) for Residential Property Renovation.
- Self-Employed (Part-Time) Business Consultant specialising in Customer Care and Sales, covering Somerset, Dorset and Devon for one-off or repeat projects in Small to Medium Sized Businesses.

J BOLTON & SON, Lyme Regis, Dorset. 1987 - 2003 (31st January)

Tea and Coffee Merchants, Vending, Beverage Machine & Bottled Water Cooler Suppliers.

- Sales & Marketing Director. Started in the Company as a Field Sales Representative and worked through to becoming Sales & Marketing Director, via Cold Calling, Telesales, Face to Face and Direct Marketing. Responsible for the Day-to-Day running of the Sales Team. Initiated and Maintained the Annual Customer Service Questionnaire. Had full responsibility for Customer Retention of 860 Key Accounts. Created and Maintained Sales Database in excess of 27,000 contacts. Instigated the Quality Initiative, which won praise from our Trade Association. Deputised for Managing Director. Responsible for all Human Resources, Personnel Issues and Corporate Law for the Business. Created and Monitored Credit Control Team. Created website and on-line ordering. Organised work social events. Liaison Officer with Trade Associations, Government Bodies and Media. Left the company when the family sold the business.

ALFRED MARKS, Temping Agency, Exeter. 1986-1987

- Temped for almost a year as a Secretary, P.A., Telephone Sales or similar. Enjoyed regular repeat bookings to ensure a full work diary. Nominated for South West Region Temp of the Year. Gained diverse experiences and skills in Office and Sales Environments, also worked with many different computer and telephone systems. Left to join J Bolton & Son and further career in a Sales Capacity.

MINISTRY OF DEFENCE, Whitehall, London. 1986

- Personal Assistant and Secretary for Department Box 500. Dealt with highly confidential information and data (security clearance - now expired). Part of an elite team of Personal Assistants chosen to work alongside Ministers and Crown Servants.

PERSONAL ACHIEVEMENTS

Collected 12,500 books in 2004 to create 6 new Libraries for Children in the Indian Ocean. Previously a Samaritan Listening Volunteer for 5-years and Regional Fundraising Officer for 13 branches of South West Samaritans in addition to Fundraising Co-ordinator for Local Branch. Counsellor & Chairman of South West National Back Pain Association. Secretary Lyme Regis Regatta and Carnival Committee. I have been responsible for organising over 600 charity events in the last 20-years and assisted with many more. One personal achievement was being invited, as the lead speaker, to give a talk at York University about fundraising.

HOBBIES

Studying distance-learning for Postgraduate Masters Degree specialising in Children's Literature. Renovating Properties in Brittany. Interior Design. Travel and Exotic Holidays. Gardening. Dog Walking. Entertaining Friends & Family. Writing Children's Stories. Currently learning French.

REFERENCES

- Rev'd Preb John Mapson, 47, Head Weir Road, Cullompton, Devon, EX15 1NN. jmapson@care4free.net Tel: 0044 (0) 1884 38037 - Ex-Neighbour & Friend
- Mrs Kate Bourne, 2 Wey Close, West Byfleet, Surrey, KT14 6RS. rmlondon@hivegb.co.uk Tel: 0044 (0) 1932 348985 Mobile: 0044 (0) 7715 - HIVE Regional Manager & Friend
- W.O. George Cuthbert, 15 Barbwell Grove, Emsworth, Hants, PO10 7XY. Tel: 0044 (0) 1243389543 - Friend & Fellow Charity Book Collector
- W.O. Derek Chivers, 18, High Street, Bromham, Chippenham, Wilts, SN15 2X 0044 78101560