
Paul Jones

Address Line 1

Whitley Bay

Tyne and Wear, Post Code.

PROFILE

A varied career to date has developed a number of key skills from a safety orientated production environment, a highly communicative “call centre” (an ever changing public sector administration) and developed customer service skills gained from the hospitality industry. All of which has needed the adherence of strict deadlines, formal and informal staff training skills, and the ability to organize, pay particular attention to detail and solve problems. Now looking to make a continued contribution with a new and definite career path, teaching English (TESOL).

PROFESSIONAL DEVELOPMENT

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|-------|---|---------|
| BA | Modern Studies | 1985-88 |
| TESOL | Teaching English to Speakers of Other Languages (Trinity). Oxford House College, Barcelona. | 2002 |

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

PRODUCTION OPERATIVE

2003 - Present

Name of Company A, Whitley Bay.

- One of a team of 6 working in a small production unit. Contour Blinds - Manufacture and supply all types of Window Blinds for both the Domestic and Commercial markets.
- Responsible for own production targets, quality and health and safety.
- Hands-on training of new inductees.

ADMINISTRATION OFFICER

2001 - 03

Name of Company B, North Tyneside.

- Dealt with enquiries from the public, concerning N.I. contributions telephone and letter. Provided information such as the calculation National Insurance refunds for the assessment of National Insurance to employers (with 2 to over 5000 employees) and accountants in the business sector.
- Processed claims and implemented payments of Retirement Pension and Widows Pension. Examined and amended Retirement Pension entitlements following widowhood.
- Dealt with the assessment and calculation of National Insurance contributions.
- Updated personal information onto the agency's current network system.
- Member of the Staff Suggestion Team - evaluating suggestions to improve customer service.

EARLY CAREER SUMMARY

| | | |
|-----------------------------------|-------------------|---------|
| Receptionist | Name of Company C | 1995-00 |
| Receptionist to Assistant Manager | Name of Company D | 1993-95 |

Covered all management functions including staff training.

PERSONAL

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| <i>Interests and Pastimes:</i> | Keep fit, football, most sports. |
| <i>Mobility:</i> | Full clean driving license. |
| <i>Born:</i> | 1974. |
| <i>Marital Status:</i> | Single. |
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