

CURRICULUM VITAE

Dionne Norman MCMI

Office Manager

DATE OF BIRTH

2nd October 1983

QUALIFICATIONS

- Diploma in Management Studies (BTEC Level 5) 2008
- Full Member of the Chartered Management Institute 2006
- AAT NVQ Level 2 in Accounting
- CIEH Level 2 Health & Safety 2007

TRAINING

- IBEX HR & Development
 - Leadership Development Programme
 - Leadership, Motivation & Team Development
 - Communication Skills
 - Managing Time, Meetings & Stress
- Basic Credit Control
- Microsoft Access XP
- Secretaries of Excellence
- Advanced Word 2000
- Basic & Intermediate PowerPoint Presentations
- Advanced Word Templates
- St John Ambulance First Aid at work course and refresher course.

CAREER

Lockhart Garratt Ltd – Office Manager	2006 to date
Lockhart Garratt Ltd – Senior Secretary & Assistant Office Manager	2005-2006
Lockhart Garratt Ltd – Secretary	2003-2005
Hays Document Management – Administrator	2000-2003
NCH Marketing Ltd – Administrator	1999-2003

EXPERIENCE

- Advanced use of Word, Excel, Outlook, Access & Sage Line 50
- Working within an organisation requiring effective time management with the ability to prioritise, meet deadlines and influence those around them; multi tasking as required
- Knowledge, management and advancement of in house systems
- Line management of an administration team; empowering them to deliver and solve problems effectively
- Conducting meaningful appraisals that motivate and are positive, whilst also recognising areas for development

KEY PROJECTS

Accounts Business Unit

Streamlining the co-ordination of the monthly management accounts

Administration Business Unit

Overseeing the implementation of a new database and filing procedure within the administration team.

Human Resources Business Unit

Moving employees over to a more beneficial pension scheme and introducing the childcare voucher scheme.

Last updated 30th July 2009