

Vanessa Stalley

Team Leader & Coordinator at Omya UK - Derby, United Kingdom

W: <http://www.worky.com/vanessa-stalley>

I have over 20 year's customer service and office administration experience. I have worked in busy, ever changing teams and departments.

My proven work history shows I get results and make a positive impact in every team. I am a confident and natural communicator, articulate, motivational, enjoy organising and leading teams. I have my own transport and I am currently looking for a new role due to pending redundancy in June 2013.

I am available with one week's notice I also hold a current CRB.

Vanessa Stalley's Professional Experience

2012 - 2013 **Omya - Team Leader and Sales Coordinator**

I am responsible for 9 Sales Coordinators and 2 Credit Controllers who I work closely with to ensure the team delivers a premium standard of customer service. I organise, guide and motivate the team to ensure the Customer Service department runs smoothly. This involves arranging staffing, covering holidays and sickness, identifying training needs and organising training. I have introduced new procedures and team meetings which has improved communication and efficiency of the team

My own Coordinator role is demanding and high profile. I supply calcium carbonates from the UK, Spain, Turkey, Holland and Germany to over 50 large companies in the plastics industry eg BPI, Polfylor, Speciality Coatings, Ineos. Communication and trust is key to my success and I have a fantastic rapport with my customers. My reputation for getting results has seen me implement new supply from Holland to a customer within 10 days. I achieved this by working closely with my Technical Sales Rep, purchasing manager, product manager and logistic team. Over 1 million pounds worth of new business was brought in. I set up my new orders using the SAP system, which I learnt how to use in a couple of weeks, enabling me to meet the short lead time and fulfill the needs of the customer. He has since placed future orders. I lead by example and work incredibly hard to fulfill both sides of my role. I also support my Head of Department by proposing new ideas and attending meetings in her absence.

Key Skills Customer Service, Customer Service, Purchasing, Purchasing Manager, sales rep, SAP, Technical Sales

2011 - 2011 **RS Components - Sales Coordinator UK Sales**

Internal communications: Produced daily quote reports from SAP. Ran adhoc reports as and when required. Developed internal marketing to create a positive working environment
PA & Administration support to Internal Sales Managers: diary management, staff liaison. HR support: recorded and monitored sickness, holiday and training requests
Data reporting from SAP (Sales) and Aspect (telephone) systems provided information to managers to aid staff resourcing, productivity, performance management and to identify sales trends.

Key Skills Administration, data, diary management, Marketing, Reports, SAP

2008 - 2010 **Blueline Business Solutions Ltd - Administration Manager**

I ensured the smooth running of the company office and was responsible for co ordinating and communicating with customers and consultants. I worked closely with the MD I was trusted and relied on to provide all administrative support and customer service for the company.

Communication and Customer Service

Point of contact across all forms of communication

Received responded and distributed incoming letters and emails

Liaised with customers, suppliers, consultants, service contractors, dealt with complaints
Took minutes, wrote reports, typed business documentation
Marketing activities, wrote marketing letters, reviewed websites, promoted company at open days

Diary Management and Office Administration

I arranged appointments and meetings in MS Outlook .I devised and maintained clerical and IT filing systems. Office stationery, I maintained, monitored, ordered and arranged delivery of supplies

I prepared yearly accounts, submitted VAT returns. I raised and paid invoices, monitored payment receipts and chased debtors.

Key Skills Customer Service, Administration, Administrative support, Clerical, Customer Service, diary management, Filing, invoices, Marketing, office administration, Outlook, Reports, Vat

1988 - 2008 **Department for Work and Pensions - Administration and Executive Officer**

2004 - May 2008 Department for Work and Pensions, Derby Benefit Delivery Centre.

Role: Executive Officer:

- Full training and assessment of new staff - classroom sessions, e learning, live work support
- Change management - Development of new working processes
- Team leadership - Development of inexperienced team. Motivating and role model.

Role: Administrative Officer Leading to Executive Officer

- Prioritising workload, data input, producing reports- assessing complex benefit cases
- Customer service -resolving customer queries, complaint handling
- Liaising - internal and external customers, agencies, colleagues
- Team working - mentoring inexperienced staff

2002 - 2004 The Pension Service

Role: Administrative Officer, Processor of Pension Credit

- Data input - assessing new claims and maintaining ongoing claims
- Working with targets- prioritising workload
- Customer service- telephone queries
- Team liaising - internal and external agencies

1988 - 2002 Department for Work and Pensions

Role: Administrative Officer: various roles including

- Customer service officer - jobseeker enquiries, complaints, job matching using Job Centre database
- New Client Advisor -Interviewing, advising clients making new claims
- Benefits Advise Point - dealing with customer queries face to face, urgent claim processing
- Benefit processor - own work load, target driven, team working

Key Skills claims, Customer Service, data, Reports, Target Driven

Vanessa Stalley's Education and Qualifications

1988 **Bachelor/Degree - , O Level's and A level's**
Merrill College

Vanessa Stalley's Additional Information

Links

Company Website - <http://www.omya.co.uk>

Linkedin Profile - <http://www.linkedin.com/pub/vanessa-stalley/9/108/195>

Interests

All sports: play golf, cycling, rambling. Love music and going to see live bands

Memberships

Omya UK

Awards

England Basketball Under 17

Coach 2 National Basketball Coach Award
