

JOANNE BLOGGS

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Personal Profile

Over **15 years** of experience as an office manager. Very strong office administration skills along with organizational and multitasking skills. Proven track record of networking and research skills. Looking to join an organization that will make best use of skills and allow to develop them further.

Key Skills

- Training in IT and keyboard skills
- Confident communicator with the ability to present information clearly and accurately
- Capable staff manager and excellent team player
- Ability to prioritise a demanding workload under pressure
- Honest, obliging, reliable and diligent in the performance of all my duties

Work experience

Office Manager - Universe Class of zzzzzz 2000-Present

- Managing a team of 18 driving instructors and five receptionists
- Handling sales and promotions and delivering excellent customer service – both face to face and over the telephone
- Managing a computerised appointments database and assisted instructors with appointments and with running their daily schedules
- Matching new students and instructors, taking in to account personality types, temperaments and each instructor's strengths and weaknesses to ensure that students received the best quality tuition
- Managing office administration; cash lodgements and withdrawals for wages and acted as authorised company cheque signatory
- Dealing with FAS and local businesses and attending business networks such as BNI in order to sell/promote our services.

Secretary/Director on Board of Management

Voluntary Member of xxxx Youth Resource Centre 1994-2000

- Acting as Secretary of the Drug Awareness Group and member of a number of committees: Bonnybrook Youth Resource Centre Board of Management; Bonnybrook Forum; National Drugs Task Force and Dublin City Council.
- Successfully contributing to getting funding to build a rehabilitation unit.
- Helping promote the project and liaising with statutory agencies to put ideas into action

Full Time Homemaker

1989-1994

- Organising and running the daily activity of my household while rearing my family to independence
- Completing a Drugs Awareness course which led to involvement with the Dublin Drug Awareness Task Force
- Supporting people with drug addictions who were trying to get back to work and rebuild their lives
- Preparing school lunches and managed cash on a voluntary basis at my son's school

Microfilm Department Manager – PZZZA

1977-1989

- Filming, processing, cataloguing and storage of all microfilmed documents
- Managing a team of 34 people including document controllers and various microfilm specialists
- Ensuring as many technical problems were fixed in-house

Education and Training

• **Information Technology: Refresher IT Course with Keyboard and Typing Skills**

Enterprise Centre, Dublin 17

2009

• **Personal Development and Awareness; Public Speaking; Women in the Community**

Colaiste Dhulaigh, Coolock, Dublin 17

1994-1996

• **Art** – St Paul's, Raheny, Dublin

1994-1996

• **French** – NCU, Glin Centre, Coolock, Dublin 17

1994-1996

• **Drug Awareness Course** – Trinity Court, Dublin 1

1994-1996

Hobbies and Interests

- Oil Painting
- Watching international rugby games.

References: Available upon request.