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Very conscientious, success orientated and extremely reliable to get the job done! Carol has a very much 'can-do' approach. With experience in secretarial, administration, marketing and training a good all rounder with experience working in both small and large companies in various industries and now operating her own business providing support and administration services to sole traders and SME's.

Education and Professional Qualifications

- Professional Diploma in Marketing (CIM)
 - RSA Teachers Certificate (Adult Education) specialising in office studies and Word / Powerpoint
 - 2 GCE's
 - 4 CSE's
 - 1 RSA III
 - CLAIT
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Training and IT Skills

- Microsoft Office (Word, Excel, Powerpoint, Outlook, Access), Front Page
 - Introduction to copywriting
 - Successful marketing communication design
 - Internal auditor (ISO9001)
 - Member of the North East Chamber of Commerce
 - Member of the Society of Virtual Assistants
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Experience

Owning and operating my own virtual assistant business utilising all of the skills and experience I have to help business owners and executives strengthen and grow their businesses.

Key roles:

- Document creation and formatting including reports, presentations, stationery and newsletters.
- Blog updating and coordination of article submissions.
- Social media marketing
- Marketing support
- Website content
- Typing including reports, letters, presentations, minutes, CV's, invoices, books etc.
- Report compilation and production.
- Mail merge / mail shots.
- Communication with customers, suppliers and intermediaries.
- Data entry.
- Database management.
- Spreadsheet design and management.
- Proofreading.

- Internet research.
 - Supplier research, testing and sourcing.
 - Travel arrangements / hotel sourcing and booking.
 - Appointment / meeting arrangements and management.
 - Event management – pre-event coordination, production of material, post-event coordination.
 - Email marketing – using Mail Chimp.
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A Marketing Executive / PA for a large full service law firm, employing approximately 400 staff in the North East of England and Yorkshire. Reporting to and working closely with the Business Development & Marketing Director, providing support in her extremely busy role.

Key roles:

- Secretarial support including typing (audio and copy), diary keeping, booking travel and hotels.
 - Organising and management of marketing events including hospitality, networking and seminars.
 - Receipt of website enquiries, dealing with the enquiry or passing on to the appropriate person to deal with and communicating to the enquirer on the status of their enquiry.
 - Taking minutes at meetings and undertaking actions as appropriate.
 - Production of seminar / training packs / marketing material..
 - Undertaking research on clients or prospects and for events.
 - Updating budget spreadsheets on a weekly and monthly basis for several areas of the marketing sector.
 - Production of tenders and pitch documents for the Tender Manager and Partners of the firm using Word and PowerPoint.
 - Supporting the Business Development & Marketing Director as appropriate to ensure the smooth running of the department and projects ongoing.
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A Marketing Executive for a manufacturer of industrial and leisure coatings, employing over 60,000 staff worldwide in over 80 countries. Responsibilities included the implementation and production of company literature, the provision of efficient internal and external communications to worldwide sales and technical teams and providing marketing support for teams worldwide.

Key roles:

- Liaising with agencies to arrange the design and production of company literature based on brief. Content gathering, brief design agencies, brief printers, ensuring all objectives are met - on time and on budget.
 - Ensuring all marketing materials adhere to the company branding and guidelines.
 - Gathering newsworthy stories for the company newsletter (internal & external customers).
 - Ensuring all customer permissions and internal approvals are in place before circulation.
 - Ensure all marketing materials and communications have all approvals in place as specified by the company operating procedures.
 - Undertaking internal audits and health & safety assessments throughout the site.
 - Assisting with the development of the intranet and internet in enabling all communications to be accessible by all with the facility to access the worldwide web.
 - Monitoring stock levels of marketing materials, re-ordering as necessary or initiating updates for brochures if appropriate.
 - Co-ordinating the online ordering system to ensure teams receive a quick and efficient service.
 - Providing an efficient and professional support and event management for exhibitions, conferences, product launches, internal training and sales initiatives etc.
 - Producing presentations and reports using Word and PowerPoint.
 - Production and collation of training packs.
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A Training Coordinator for an environmental and engineering consultancy employing over 800 staff. Providing support for the development and implementation of human resource software packages and being part of the training team during the roll-out of the training programme.

Key roles:

- Co-ordinating improvements to the functionality of the human resource software packages to meet the needs of the business.
 - Working as a team within the training department to ensure the roll-out of the software was introduced to staff successfully.
 - Providing training to administration and secretarial staff on Word and PowerPoint to an advanced level.
 - Writing procedures / user guides for each category of the package / process.
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A Human Resource PA for the above consultancy, reporting directly to the Human Resource Director, providing secretarial support and project management.

Key roles:

- Secretarial support including typing, diary keeping, booking travel and hotels.
 - Taken on project management on areas such as team building / training plans / event management.
 - Supporting the HR Director as appropriate to ensure the smooth running of the department and project ongoing.
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A Secretary to the Business Manager of the above consultancy providing secretarial support to him and the team.

Key roles:

- Secretarial support including typing, diary keeping, booking travel and hotels.
 - Filing for the team.
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Word Processor Operator providing support to multiple teams for the above consultancy.

Key roles:

- Typing up all types of documents including letters, memos, faxes and reports.
 - Audio transcribing of research papers.
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A Typist / Administrator for a house builder with approximately 100 staff. Reporting to the Personnel Manager and working as part of a team of three typists providing typing and administrative support to the business.

Key roles:

- Typing various documents including letters, memos, faxes and reports.
 - Audio transcribing of property reports and investigations.
 - Data input to the invoicing and purchase order systems.
 - Filing for several departments.
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