# *Resume*



Contact Information

Name: Susannah Warnock

UK Address: 9 Hanover Dale

 Bangor

 Co. Down

 BT19 7NU

Personal Information

Age: 33 years old

D.O.B: 19/02/1982

Nationality: Irish

C.R.C No criminal convictions

I have all my documents prepared- apostilled BA Degree, sealed transcripts, and apostilled CRC. Aswell as my Resume, Passport, and pictures.

***Education***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **From** | **TO** | **School/College/University** | **Subject(s)** |  |
|  |  |  |  |  |
| **1993** | **1998** | **Glenlola Collegiate** | **Maths** | **Obtained** |
|  |  | **Bangor** | **English** | **Obtained** |
|  |  |  | **English Literature** | **Obtained** |
|  |  |  | **French** | **Obtained** |
|  |  |  | **Double Award Science** | **Obtained** |
|  |  |  |  |  |
| **1998** | **2000** | **S.E.R.C** | **GNVQ3 Advanced in Business** | **Obtained** |
|  |  | **Bangor** | **Studies** |  |
|  |  |  |  |  |
| **2000** | **2003** | **University of Abertay -** | **BA Degree in** | **Obtained** |
|  |  | **Dundee** | **Accountancy and Finance** |  |
|  |  |  |  |  |
| **2008** | **2009** | **S.E.R.C** | **NVQ2 in Beauty Therapy** | **Obtained** |
|  |  | **Bangor** |  |  |

 **May 2014- 120hr TEFL Qualification achieved from accredited provide**

 **Teaching English One-to-One specialist qualification – completed on the 4th August 2015**

 **Teaching Business English specialist qualification – completed on the 1st September 2015**

# *Employment*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **From** | **To** | **Employer** | **Job Description** | **Reason for Leaving** |
|  |  |   |  |  |
| **Sept** | **Present** | **Casual Office Work** | **General Office/Admin work** | **Only casual staff**  |
| **2014** | **Day** |  |  | **Can leave any time** |
| **Sept****2013** | **June****2014** | **N/A** | **Was studying in South Eastern****Regional College doing NVQ3 in****Beauty Therapy** | **Finished****Qualification** |
|  |  |  |  |  |
|  |  |  |  |  |
| **Oct** | **JULY** | **Housing Benefit** | **Working Computerised**  |  |
| **2012** | **2013** | **Newtownards** | **Accounts and queries** | **Decided to go back** |
|  |  |  | **Speaking to the public**  | **To college** |
|  |  |  | **sorting post for departments** |  |
|  |  |  |   |  |
| **March** | **May** | **Teleperformance** | **Call Advisor- NHS Blood Service** | **Temporary P/T** |
| **2012** | **2012** | **Bangor** | **Organising blood donations** | **Position** |
|  |  |  | **Dealing with Patient records** |  |
|  |  |  | **Answering medical queries** |  |
|  |  |  |  |  |
| **2008** | **30/12/2011** | **N.I. Civil Service** | **Administrative Officer** | **wanted something** |
|  |  | **Belfast** | **Maintaining computerised** | **different** |
|  |  |  | **accounts** |  |
|  |  |  | **General Admin duties- filing,** |  |
|  |  |  | **faxing, photocopying,**  |  |
|  |  |  | **answering phones and talking** |  |
|  |  |  | **to the public** |  |
|  |  |  |  |  |
| **2006** | **2008** | **N.I. Water Service** | **Call Centre Advisor** | **wanted more**  |
|  |  | **Belfast** | **Working Computerised records** | **responsibility** |
|  |  |  | **Speaking to the public and** |  |
|  |  |  | **contractors** |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **2005** | **2006** | **Phoenix Gas** | **Billing Support** | **better working** |
|  |  | **Holywood** | **Talking to public**  | **conditions** |
|  |  |  | **Handling domestic incentives** |  |
|  |  |  | **Dealing with other Depts.** |  |
|  |  |  | **General Admin work** |  |
|  |  |  |  |  |
| **2004** | **2005** | **Child Benefit** | **Revenue Officer** | **only on a**  |
|  |  | **Belfast** | **Maintaining Computerised** | **Temporary**  |
|  |  |  | **accounts** | **contract** |
|  |  |  | **talking to the public** |  |
|  |  |  | **General Admin duties** |  |
|  |  |  |  |  |
| **2003** | **2004** | **Dundonald High** | **Teaching Assistant** | **Wanted to try** |
|  |  | **School** | **teaching students aged 11-13** | **Job in** |
|  |  | **Belfast** | **years old, a variety of** | **business** |
|  |  |  | **subjects including Maths,** |  |
|  |  |  | **English, Art, and Science** |  |

# *Hobbies/Interests*

Horse-riding, Reading, Music, Sketching/Drawing, Learning about other cultures and

Their histories

# *Personal Statement*

I have been working in an office environment for over 7 years now, and have done a variety of jobs and tasks. When it comes to work, I am flexible and can pick up new skills quickly. I also get along well with other members of staff, and can work as part of a team or on my own. I am also available to help as and when needed, and can take on new jobs with confidence and with little assistance.

I’ve also done presentations during my education in grammar school and college, and found it easy to communicate with the others in the class and get my point across. When it comes to my work, I love to think of new ways to get the information communicated across easily so that it can be understood and remembered. I’m enthusiastic about working with adults or kids and really feel that both sides (them and i) can learn a lot.

During 2003-2004, I worked as a teaching assistant in Dundonald High School, helping children aged between 11 and 13 years old, with learning/behavioural problems, and I got along well with the children and found it easy to connect and talk with them in order to help them. I also worked with a variety of subjects including English, Maths, and Science. And in doing this, i was able to learn a great deal about teaching aswell as showing my flexibility with lesson subjects.

I also come from a teaching family as my mother was a Maths teacher in a high school for over 30 years, so I understand about class schedules and lesson structures, and have been around schools most of my life, either as a student, as an member of staff, or the daughter of a staff member.