



**1997 – 1998**

**Assistant Manager, Customer Service Centre, Farnham**

Reported to the Centre Manager with responsibility for the staff resources encompassing work schedules, time records and ensuring that all internal controls were implemented so that work was completed to high standard of accuracy in accordance with Bank procedures.

Conducted formal performance reviews of all direct reports and monitored the reviews of their staff to ensure standards were maintained.

**ACHIEVEMENTS**

Inspection of Centre conducted by auditors in 1998. Achieved score of 89% - standard being 80%. Involved in establishment of Centre from Day One. Worked in conjunction with Manager in organising work areas to ensure effectiveness of Centre.

**1995 – 1997**

**Branch Supervisor, Basingstoke**

Reported to the Assistant Manager with responsibility for organising the branch to provide an excellent counter service to customers. Specifically undertook interviews for account opening and initial marketing.

Undertook training and development of staff to ensure their full competency in cashiering duties and was personally responsible for the balancing of tills and reconciliation of internal accounts.

**1993 – 1995**

**Cashier, Various Branches**

Reported to the Senior Cashier with general responsibilities for providing an excellent service to customers via both the counter and telephone.

Additionally accountable for balancing the till each day and being up-to-date with current bank products in order to assist with customer enquiries.

**EDUCATION**

**1988 – 1993**

**Lowlands Comprehensive, Norwich 5 'O' Levels**

**LEISURE ACTIVITIES**

Active exercise, cooking, gardening