



JANICE CLARKSON

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I am seeking a job where I can use my strengths in customer care, organization, time management and enthusiasm. I have a lively sense of humor, am a resourceful multi-tasker and have good attention to detail. I enjoy people and looking after them. Having 2 boys aged 7 & 10, I understand the importance of your child learning how to swim but also greatly appreciated being able to spend quality fun time with them in the water. There is nothing more fun than swimming! As we have just moved back to London I am available to start immediately.

EXPERIENCE

2018 – 2019

SHARE REGISTRY ADMINISTRATOR – LIVESTOCK IMPROVEMENT CORPORATION

Responsible for administrating the Share Registry, answering emails and phone enquiries regarding shares from clients and others within the business. Helping with the implementation of the new Share Simplification process Experience with Word and Excel

2015 – 2019

STYLE COUNSEL – PERSONAL STYLING CONSULTANCY

My own consultancy, where I undertook colour and style sessions for clients, wardrobe edits and personal shopping.

Personal Stylist Centre Place Shopping Centre

As the personal stylist for the centre, I took clients shopping, advised on colour and style, ran workshops and presentations for different Business Group evenings, and colour workshops for clients of the centre during fashion event days.

2000 – 2011

QANTAS

International First Class and Business Class Flight Attendant

London Based 2005 – 2011

Auckland Based 2000 – 2005

Safety and management of customers during International Flights with professionalism and care, often involving negotiation and resolving concerns with difficult people in conflict or stressful situations. PR has been an integral part of my job particularly post September 11 and I relate effectively to a wide range of age and business groups.

1998 – 2000

TVNZ AUCKLAND

Financial Assistant, News and Current Affairs

Part time – Customer Services Representative Call Centre

Initially responsible for liaising with television presenters, journalists, news and current affairs staff, entering data and generating financial reports and payment of invoices to contract staff. I also became involved with training staff in the use of the phone system dealing with the general public in the call centre, coordinating checks for transmission problems and dealing with general enquiries.

BELLSOUTH

Supervisor Outbound Call Centre

Running an outbound call center for customers with telephone specific problems and faults. I supervised 10 other employees handling complaints and queries, implemented customer service programs, provided accurate weekly reports for senior management, and provided quality customer services for clients.

MORRISON GRIEVE/BIG PICTURES

Television Production Company

Office Manager

Production Assistant

PERSONAL DEVELOPMENT

Colour Me Beautiful - Diploma in Colour and Personal Styling

Wintec - Diploma in Business part time 2012 – 2013

Business Computing A+

Accounting Practices B

London College of Fashion 2005/2006

Summer School = Millinery

Summer School = Fashion Buying and Merchandising

Summer School = Principles of Personal Fashion Styling

Qantas Training Centre Courses

Exceptional - Customer Services

Conflict Management / verbal judo

Wine Appreciation Courses 1 & 2

First Aid

ACTIVITIES

I'm not very good at sitting still for too long and enjoy riding bikes, swimming and going for energetic walks with my husband and boys. I also very much enjoy good food and wine in the company of good friends. I have a weakness for great films and having a laugh with the family.

REFEREES

Gillian Brennan

Company Secretary – Livestock Improvement Corporation NZ

Gillian.Brennan@lic.co.nz

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Kate Evans

Human Resources Director (Head of UK HR) – Integro Insurance Brokers

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