

Karen Henley

Curriculum Vitae

Personal Details

Karen Henley

For full personal detail
please request the full CV
via the contact me form

Date of Birth 11-06-62

T:
M:
E:

Education

1973 to 1978 Arnewood
Comprehensive School
7 CSE, all passed with
Grades 1 to 4

1978 to 1979 Bournemouth
& Poole College, Diploma
In Travel and Tourism

Areas of Expertise

Insurance claims handling
Manual & Procedure writer
Reception work
Data Entry
Office Administration
Dispute Resolution
First Line Tech Support
Telephone call handling
Writing and present training
programs
Accounts payable
Credit Control
FSA Trained

Personal Skills

Organisation Skills
Communication
Team Worker

Personal Interests

Mountain Bike Riding
Traction Kite Flying
Digital Photography
Following Speedway
Music and Reading
Jewellery Making

Employment History

Technical Support Agent

WDS – Xerox Sept 2013 to Oct 2016 (tbc)

First Line Technical support for Tesco Mobile Phones, dealing with customer technical queries, complaints and account queries. Rolled out two training programmes for two different projects.

Estimate Co-Ordinator

BLD Group Nov-2012 to Sept 2013

Review estimates for motorcycle repair work, add estimate to computer system for all branches across the group, source parts costs, add and check prices on estimates, liaise with Insurance Engineers, handle incoming phone calls in regards to client enquiries about their motorcycle and general office admin.

Temp Office Manager

Regional Hearing Centres Jun 2012 to Sept 2012,

Meeting & greeting clients, making appointments for home and office visits, handling consultant diaries, updating records, selling accessories, handling & banking cash, office key holder. I worked at both the Branksome & Ferndown offices.

Various Agencies

Emerge Group – Transferring .pdf files from the groups old website to their new one as part of a major web site upgrade

Farrow and Ball - Finance assistant – dealing with branch petty cash and matching it on the in house system, reconciling foreign accounts, reconciling company credit card statements and inputting on the in house system, currency conversion at company rate for credit cards.

Nationwide Mortgages - inputting data and updating mortgage applications

Country Fare

Account Assistant March 2011 to January 2012

Dealing with weekly and cash account payments, contacting creditors where in arrears. Logging purchase invoices and checking statements, setting up new customers on the system, calculating staff clocking in cards for the payroll person, authorising staff holidays and general administration duties.

Towergate Insurance

Underwriting Administrator July 2010 to Oct 2010

Dealing with insurance broker enquiries regarding classic car cover and checking to see if they are an acceptable insurance risk. Issuing documents, general administration duties and taking telephone enquiries.

Various Agencies

Temp Work Feb 2010 to July 2010

I undertook various temporary jobs for different agencies with various companies in the Bournemouth Poole, Ferndown and Ringwood areas. These jobs included receptionist, office administration and general office duties

Employment History Continued

Job Centre Plus

First Contact Office Aug 2009 to Feb 2010

Taking calls from people wanting to claim job seekers allowance & income support. Arranging applicants interviews.

Right 4 Staff

Temp Work Mar 2009 to Aug 2009

During this period, worked at Bournemouth Children's Social Services re-arranging their filing system. I also worked at Unisys processing bank account mandates.

Deacon Insurance

Commercial Claims Negotiator Mar 2007 to Feb 2009

Logging claims, confirming cause of damage, authorising or declining claims as appropriate, setting up payments on receipt of invoices, appointing loss adjusters, dealing with managing agents of properties, taking calls,

Rias Insurance

Customer Service Advisor Jul 2004 to Oct 2006

Amending policies and cross selling additional products as well as setting up new policies and other related administration tasks, taking calls and meeting monthly targets determined by number of hours worked.

Liverpool Victoria

Claims Technician Apr 1999 to Jul 2004

Motor vehicle claims technician, dealing with third party claims, organising vehicle hire and repairs. Obtaining estimates and invoices for recovery purposes and disputed claims, also in some cases obtaining images of damage to vehicles to confirm cause. I also spent time dealing with complaints and claim investigation in potential fraudulent claims.