

# 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 Sept 2016

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.