



# TINA SEARCHFIELD

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## PROFESSIONAL SUMMARY

Well organised and results orientated person, possessing multi linguistic skills speaking fluent in both English and Hindi. Always adhering to best practice, as well as promoting a self-development culture. Pragmatic and driven, with a highly approachable, relatable outlook. Looking for an opportunity to continue to develop all my aptitudes.

## EDUCATION

**Bachelor's** : Business Management,  
May 2016  
**Canterbury Christ Church University**  
GPA: 2:1

**A-Levels**, Jul 2013  
**Ursuline College**  
Business Studies- B, History- C,  
Psychology- E

**GCSEs**, Jul 2011  
**Ursuline College**  
11 GCSE'Ss -A\* - D

## INTERESTS

- Gym
- Spending time with family and friends.
- Tennis
- Coding - currently doing online course
- Sep 2018 — Aug 2019 Traveling Year out traveling Asia, Middle East and Europe

## REFERENCES

References available upon request

## EXPERIENCE

**Customer Transaction Officer**, 03/2022 - Current

**Thanet District Council**

- Be the first point of contact to resolve any queries and advise on a range of housing and property services using a variety of communication methods
- Working with other teams across the council and its partners and contributing to the ease of access to information
- To ensure the database is updated with full and detailed records of all actions taken and all contact with customers
- Investigate and respond to complaints and comments about service delivery and advise improvements to the services we provide to customers or the way the team works and make suggestions to improve efficiency
- Comply with all Health and Safety requirements and standards
- Adhering to the code of conduct, Customer Care and key legislation such as the Data Protection Act and Freedom of Information Act
- Arrange viewings and rent garages
- Raise purchase orders and pay invoices.

**Adminstrator**, 11/2021 - 02/2022

**QEQM Hospital**

- Meeting and Greeting Patients
- Dealing with queries on the phone/email
- Updating computer records using NHS database
- Liaising with staff in other departments
- Support the team/service with patients and upload required documents
- Monitor various date sources to ensure accuracy
- Work closely with the team managers and administrators to provide high levels of administration to the team
- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner

**Management Assistant**, 10/2019 - 09/2021

**Enterprise Rent A Car**

**Management Trainee - OCT 2019 to September 2021**

**Promoted to Management Assistant in February 2021**

- Account Management - acting as first point of contact with established clients, continuing to nurture relations
- Producing and providing accurate quotations ensuring customer satisfaction
- Upselling and x-selling when managing telephone enquiries
- Following online bookings, call the customer/client to promote purchase of protection and upgrades
- Promoting the company with various marketing and network opportunities - holding events to build and grow a solid foundation
- Cold call dealerships on a field sales capacity offering all products, services, and discounts available when having an account
- Exceeding all sales targets across the board
- Achieved Sales Captain for Dover area
- Efficiently dealing with telephone enquiries with customer service as the forefront

- Ensuring smooth processes of car deliveries and collections
- Liaising and collaborating on a regional level for stock management to ensure swift delivery
- All related Administration
- Managing Customer Reservations, as well assessing customer risk profiles
- Updating and Chasing outstanding Invoices/ Debt collection

**Letting Negotiator**, 10/2017 - 09/2018

**Miles and Barr**

- Market Research
- Greeting potential tenants face to face and on the telephone
- Providing them with information about the company process and registering them to a property
- Building a good rapport with tenants, while finding them a suitable home to rent
- Finding tenants for landlords - keeping them constantly updated with developments and feedback
- Record Keeping, ensuring a positive client base for future business prospects
- Providing open communication with clients, buyers, and my team

**Counter Assistant**, 10/2015 - 10/2017

**Kent, D W G Meat and Pies**

- Managed the daily operations of the food counter, ensuring all tasks were completed on time and ensured the counter was clean, organised and stocked
- Greeting customers face to face
- Preparing food
- Stock management

**Volunteer**, 01/2012 - 07/2012

**Pilgrims Hospice**

- Volunteer work at the Pilgrim's Hospice charity shop
- Tills
- Stock Management
- Handling donated products
- Pricing items

## CERTIFICATIONS

May 2023 Coding at SheCodes

## LANGUAGES

**English:** First Language

**Hindi:**  B2

Upper Intermediate

## CORE QUALIFICATIONS

- Computer Skills
- Effective Time Management
- Adaptability
- Leadership
- Communication Skills
- Fast Learner
- Ability to Multitask
- Customer Service