**Lashan Millwood**

30 Buckingham Avenue, Perivale,

Greenford UB6 7RA

Mobile: 07956 103 414

Email: lashanmillwood@hotmail.co.uk

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**Personal Profile**

A self-motivated and focused individual, who is receptive and adaptable to change. Computer literate, extremely independent and punctual with 6 years of valuable work experience in customer service, sales and administration. These experiences have equipped me with an array of skills that can be applied to a diversity of work environments. Now seeking a new challenge where I can use my skills and experience to become a valuable member of staff

**Key Skills**

* An excellent communicator who can liaise effectively at all levels
* A very capable team player who can also work in a stand-alone role
* Used to working in a busy environment and prioritizing work loads
* A good eye for detail as well as strong organisational skills
* Typing speed 60wpm and good knowledge of Microsoft Office software

**Employment History**

**Oct 2013 – Aug 2015 Satmetrix Systems Office Administrator/PA**

* Meeting and greeting visitors, answering in excess of 20 calls per day
* Working alongside IT remotely from India, assisting new staff with on boarding
* Manage property viewings for colleagues visiting from overseas including budgets
* Booking flights and hotels for colleagues, organising schedules, booking company venues
* Daily office duties including sending and receiving invoices, ordering office supplies
* Liaising with colleagues in order to complete tasks efficiently
* Processing expenses for staff on a monthly basis
* Collecting data to help the sales team with lead generation
* Making cold calls to different industries to store information in a data base
* Keeping track of petty cash receipts and updating the monthly spreadsheet
* Liaising with vendor companies to ensure we receive the best service
* Updating employee holiday forms
* On boarding new employees

**Jan 2013 – Sep 2013 The Little Foxes Club Activity Assistant**

* Coaching children on basic motor skills – links to football
* Setting children targets for them to achieve and monitoring their progress
* Motivating and supporting the children to be active

**Sep 2012 – Dec 2012 New Look Sales Assistant, Greenford**

* Providing great customer service and answering queries
* Ensuring the shop floor is tidy and welcoming to customers
* Working in the stock room and collecting deliveries
* Price reduction – working out the reduced price of products and labelling the products

**Sep 2011 - July 2012 Fit for Sport Apprenticeship Activity Leader, West London**

* Going to different primary schools and providing sports sessions for children
* Leading, supporting and motivating children to participate in sports
* Lead Summer Camps and after school clubs

**Dec 2011 – Jan2012 Westfield Ice Rink Ice Rink Marshall, Shepherds Bush**

* Dealing with customer queries and providing them with skates (right size)
* Marshalling the ice and ensuring that people are skating safely
* Reporting accidents and escorting them to first aids
* Cleaning the ice

**April 2010 – July 2012 Greasepaint Make up Model, Northfields**

* Being at the location at the right time to ensure that the session can proceed
* Keeping still and maintaining composure
* Being professional

**Sep 2009 – July 2010 Stagecoach Theatre & Arts Assistant, Southgate**

* Assisting the teacher with a variety of activities
* Working and facilitating for children with learning difficulties and disabilities

**Education and Qualifications**

**Sep 2013 - Oct 2014 Hawk Training, Richmond**

EDI Level 2 NVQ Certificate in Business & Administration SASE

**Sep 2012 – June 2013 Uxbridge College, Uxbridge**

* BTEC Level 3 Sport Diploma (Pass)

**Sep 2011 - July 2012 Fit for Sport Apprenticeship, West London**

* Level 2 NVQ Activity Leadership

**Sep 2009 – Jun 2011 West London Academy, Northolt**

**GCSEs:** English Language (C), Maths (D), Graphics (B), PE (C) & Citizenship (B)

**BTEC:** Business Studies- Distinction\*, Health & Social – Distinction & Science – Distinction

**Interests and Hobbies**

Football – I have been playing football since I was 11, first scouted at Brentford FC stadium and this is how my passion developed for football. I played competitive football with QPR FC which resulted in going overseas to various countries such as Germany, Holland, Denmark and Belgium. I was the football captain in school and was in charge of setting up strategies and techniques. I lead the warm ups and promoted team cohesiveness.

**Reference available upon request**