

Lauren Marie Prestidge

Contact / Personal Details

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Personal Profile

In summary, I am a confident individual who thrives equally working independently or collaboratively as part of a team. I have the skills, ability, and initiative to complete tasks under time constraints. Some of my key attributes are customer focus and understanding, self-motivation and determination to deliver the best customer experience. I have extensive experience in customer facing roles within the retail, leisure and care sectors. People skills, communication, understanding, and a strong work ethic are just some of the transferable skills I possess that could be employed across a range of job roles. I am a punctual, well-presented and reliable individual who would prove to be a valued team member. I am proficient in all Microsoft Office programmes and have considerable experience working with various online systems and platforms I am also a trusted individual with a history of financial management within businesses. I am an effective and clear communicator who can liaise proficiently across all different levels of the business.

Employment History

Eurobulbs

Administrative Assistant – (Horticultural – Bulb Distributor) - Part Time (seasonal)

Jan 2012 – Current

The role as **Administrative Assistant** covered the following aspects:

- Taking and processing orders from both trade and the public
- Lead administrator for the online based ordering system
- Dealing with customer feedback
- Financial based administration, money transfers & general office accounts management
- Stock take audits & reporting
- Customer & client focus
- Business development and finding new customers

I have worked part time at Eurobulbs since leaving school and have contributed to the up skilling of the workforce and general development of the administrative systems and processes as the business has grown. As a business we take on additional staff seasonally and I have been responsible for the training and progress monitoring of these individuals to ensure compliance with the company procedures. During my years at Eurobulbs I have made myself an integral part of the smooth running of the business and have enjoyed the day to day interaction with fellow staff and customers alike whilst maintaining professionalism and an incredibly strong work ethic.

Youngster's World

Shopfloor Assistant Baby Department – (Retail – Shop Based) - Full Time

Aug 2022 – Jan 2023

The role as **Shopfloor Assistant – Baby Department** covered the following aspects:

- Face to face interactions with customers
- Demonstrations of products
- Putting together displays & window dressing
- 1 to 1 appointments with customers reviewing and advising on product choice based on individual needs
- Attending trade fairs and influencing choice of product for the stock

NHS

Healthcare Assistant – (Healthcare – Hospital Based) - Full Time

Dec 2021 – Aug 2022

The role as **Healthcare Assistant** covered the following aspects:

- Nursing on a discharge ward
- Washing & dressing patients
- Serving Meals and helping feed patients
- Assisting patients in getting back to mobility
- Making beds
- Monitoring patients' conditions by taking temperatures & vital signs

Sunshine Homecare Limited

Care Support Worker – (Private Healthcare – Home Visits) - Part Time

April 2019 – July 2021

My role as **Care Support Worker** covered the following aspects:

- Delivery of quality all-round care to the elderly and those with complex needs
- Strict adherence to data protection related procedures and patient confidentiality
- Administration of patient medication
- Implementing organisational procedures to maintain required quality of care standards
- Liaison with family members over care requirements
- Creation and implementation of individual care plans for patients

Evie's Sandwich Bar - Wisbech

General Shop Assistant – (Food Retail) - Part Time

May 2020 – Dec 2021

My current role as **General Shop Assistant** covered the following aspects:

- Preparing and serving hot and cold foods to the public
- Taking and management of daily finances for the shop
- Planning & ordering required ingredients and replenishing stock levels

Blackberries Day Nursery - Wisbech

Childcare Assistant – (Private Nursery) – Apprentice

March 2011 – June 2014

My role as **Childcare Assistant** covered the following aspects:

- Day to day childcare for children 0-4
- Delivery of tailored learning plans
- My specialism was children with disabilities or complex learning needs
- Creating and delivering fun vibrant sessions for all

Qualifications

- NVQ Level 2 – Health and Social Care
- First Aid (1 day)
- Customer Relations Training
- MS Office Proficiency Grading - COWA
- Medication Administration – Sunshine Homecare
- Patient Confidentiality and Data Protection Training – Sunshine Homecare
- Clean and full driving licence with no other criminal convictions

Education

2010-2012 College of West Anglia (COWA)

- Health and Social Care NVQ Lv 2

2005-2010 Thomas Clarkson Community College, Wisbech

- 7 GCSE's- Graded B to D. Including Maths, English, Science and IT

Hobbies & Interests

I have a keen interest in in fashion, home décor and arts and crafts but since the birth of my two children (Maya age 5 and Nancy age 2) I haven't been able to spend as much time as I would have liked in pursuing these hobbies. Most of my activities outside of work are now family orientated and which has given me an appreciation for my parents that I never had previously. I am a very family orientated person with a large extended family who is equally at home at summer bbqs or a quiet night out with the girls. Film, cinema and live performances are also other passions of mine.

(References available upon request).