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I am results-driven, have a logical and methodical approach to achieving tasks and objectives. I can identify and develop opportunities; innovate and make things happen. I have very good interpersonal skills; I work well with others, and I always see to learn and grow. I am reliable and dependable in meeting objectives. I am adaptable and flexible, well-organised planner and scheduler. I am self-driven and self-reliant, setting aims and targets and leads by example.

IT SKILLS –

- 1st Line Support
- Active Directory / Password Reset
- O365 licensing
- Microsoft Word/Excel/PowerPoint/Teams/Planner
- Project Management (Time Management and Project Delivery)
- Ticketing System Nimbus+

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

NIMBUS CONSULTING – OCT 2023 - IT FIRST LINE SUPPORT / DEPLOYMENT ENGINEER – I initially started as a Sales and first point of contact, after securing my first couple of contracts with clients I decided I liked Supporting the customers I'd taken on so moved to 1st line support where I also helped customers we already had in the company. I have dealt with a wide variety of problems users have faced, from simple things like black screens when they come in to work in the morning, to their internet not working. I listen intently to their problems and try to make sure I have a clear understanding of their situation and upload all the relevant correct information to the ticketing system we use. I then try to help them rectify their issue with some basic support knowledge I have picked up from working in this position. I can help unlock accounts, reset passwords, add their accounts to Groups and Licence them in O365. From time to time I have been asked to work on a variety of short lasting small Projects as I have previously been a Project manager, I used these skills to help run small projects like deployments and desk moves as well as helped out as a Technical Project Engineer under a different project manager where I was more preferred to be the Technical person on site, but this gave me an advantage to reporting and updating my project manager as I knew what they were after.

VALIANT, MERLIN AND STAUNCH SECURITY LTD – 2017 TO PRESENT - SECURITY/DOOR SUPERVISOR/CITY MARSHAL (EVENINGS & WEEKENDS) – Security / Door Supervisor – I (lone door or as part of a team) guard licensed premises like pubs, bars and nightclubs against damage, theft, unauthorised access or disorderly behaviour. I also check on people going in and out of the venues. In clubs and pubs, I also calm people down in tense or aggressive situations so that both customers and staff are able to enjoy the evening as well as staying safe. I also sometimes have to search people, deal with difficult situations and give evidence to the Police. Bath BID City Marshal – I worked a variety of shifts (days and nights) per week to patrol the city centre, providing a visible deterrent, to prevent crime and protect member businesses. Our patrols also deter anti-social behaviour and shoplifting incidents thereby reducing the public fear of crime. I was also in charge of the secure intranet system, which allowed businesses to receive information from the marshals and the police.

BAILEY EMPLOYMENT SERVICES LTD / BEST CONNECTION RECRUITMENT CONSULTANT; CMD RECRUITMENT LTD RECRUITMENT CONSULTANT; INDUSTRIA PERSONNEL LTD HEAD OF RECRUITMENT / OFFICE MANAGER – Involved selling the services of the agency to potential clients, normally by 'cold-calling'.

Also responsible for:

- negotiating contracts
- headhunting
- interviewing and assessing prospective applicants and matching them with vacancies at client companies
- screening candidates and drawing up shortlists of candidates for clients to interview

- organising interviews and selection events
- making arrangements for the advertisement of vacancies
- helping applicants to prepare for interviews
- building relationships with clients.

TELEFONICA O2 UK LTD OCTOBER 2010 – 2012 BUSINESS SALES EXECUTIVE – I was reporting to the Operations Sales Manager, I have the Acquisition, Account Management and Sales overlay responsibility for my own portfolio made up from some of O2's existing and target accounts for a new business stream within O2. I also:

- Take overall responsibility for the accounts throughout their lifecycle with O2 and lead the creation and delivery of successful strategies that build long term, sustainable relationships.
- Register and update all Prospects on the Salesforce with the correct data
- Develop individual Account Development Plans for the top ten prospects using Sales Academy principles to maximise profit, revenue, base growth and tenure
- Increase and maintain customer satisfaction and ensure that the individual needs of the customer are met. These are measured via Customer Satisfaction Interviews (CSI) scores

I was managing a large number of accounts as well as generating new business in areas and industries that are full of opportunities. My target customers were the small to medium sized businesses in the local area and I provided them with all their telecommunication needs.

O2 now has a large range of telecommunication product and services that I needed to make customer aware to be able to upsell and maximise the potential of all my customers. There are times that I delivered the products to my customers, so I organised and prioritise my day on managing my accounts, after sales service and generating new businesses.

GEMS (UK) LTD AUGUST 2010 – OCTOBER 2010 TEMP RECEPTIONIST (MOVE) – temporary work through a recruitment agency

DARAY LTD APRIL 2008 – AUGUST 2010 BUSINESS DEVELOPMENT EXECUTIVE –

Daray Ltd design and manufacture medical, veterinary and dental lights and equipment. My role was to look after the NHS, private hospital groups such as BMI, Spire and Ramsay Healthcare. We had a tele marketer who would call the companies initially and establish the main point of contact for us, I would then call the person to introduce Daray and let them know what products we have available and establish what requirements they may have. I also looked after projects for new build hospitals and doctor surgeries as well as any refurbishments and extensions, finding out if they will be needing any specialist lighting for the scheme and providing them with quotations and negotiating discount structure for any bulk orders. There were no targets set individually but as a team of 2 sales staff, we had a target of £100K which we hit every month.

My main duties were to communicate with Customers by whatever means, and to determine how all Customer requirements are best met. I also had to liaise with all necessary departmental staff to achieve customer needs. I also prepared company documents to achieve efficient receipt and despatch of the products on order, despatch of information, both internally and externally. Majority of my roles also involved raising accurate invoices for despatch of goods from the Company's premises to all Company's customers, produce statistical information pertaining to Company sales as required.

RANDSTAD LTD MARCH 2005 – APRIL 2008 - BUSINESS SALES REPRESENTATIVE –

Randstad Ltd was a distributor of car components and consumables. My main role was to maintain existing accounts and generate new leads and follow them up accordingly to establish what their current requirements are and negotiate prices. I was in charge of 600+ accounts, which consisted of garages, motor factors, accessories shops and main dealers, calling them on a monthly basis to take any orders they may need as well as mentioning special offers and other promotions to up my sales for the month. I had to also make at least 150 new calls a day to show that I am working to increase the number of my buying customers. After 3 months of being a Sales Executive I got promoted to be a Team Leader, in charge of 4 people, making sure we hit our daily targets as well as making sure that members of my team are proactive. All these responsibilities did not

prevent me from hitting my target every month. Every 3 months I would go over my monthly target and I would be given a higher target which I have worked hard for to reach on a monthly basis.

DYSON LTD JUNE 2003 – MARCH 2005 CUSTOMER SERVICES REPRESENTATIVE - Dealing with a range of customers on a daily basis and handling anything from general enquiries to complaints over the phone.

ACADEMIC BACKGROUND

- **SIA Licence & DBS Certificate**
- **Safer Recruitment (PASSED)** Highspeed Training 2023
- **ACT (Action Counters Terrorism) Security (PASSED)** Highfield December 2021 - 2024
- **ACT (Action Counters Terrorism) Awareness (PASSED)** Highfield December 2021 - 2024
- **ITQ2 (PASS)** Right Track Training 2010
- **Level3 NVQ Customer Services (PASS)** SLIC Training 2009
- **Level2 NVQ Business & Administration (PASS)** SLIC Training 2008
- **GNVQ Business Studies (PASS)** George Ward School September 98 – June 99
- **GCSEs – (GRADES B – D)** George Ward School September 97 – June 98

REFERENCES AVAILABLE UPON REQUEST