



# HEIDI GATFIELD

GIRL FRIDAY | PERSONAL ASSISTANT | BOOKKEEPER

## OBJECTIVE

I wish to have a better work life balance and help you achieve the same. Flexible, conscientious and hard working. Here to help!

## SERVICES

I offer a fully-flexible, pay as you go, support service.

Whether for you, your business or your family

- Bookkeeper • Personal Assistant • Admin • Virtual PA

Only available within Southwold and Reydon area

- Dog Walker • Personal Home Care • Errands

## EXPERIENCE

### **FREELANCE GIRL FRIDAY • GO 2 GIRL LIMITED • MAR 2016 - PRESENT**

Offering my services on a freelance adhoc basis, with my varied and wide skill set offering a range of tasks.

- **VIRTUAL BOOKKEEPER/ADMIN • VARIOUS CLIENTS**
- **VIRTUAL PA • VARIOUS CLIENTS**
- **DOG WALKING • VARIOUS CLIENTS**
- **CARE SIT • OCT 2016 – PRESENT**  
To enable parents to access community/social engagements

## SKILLS

Excellent communications and logistics skills, project management, procurement, organisational and management skills, quick to understand new systems, work well in team or on own initiative.

Experienced in Microsoft Office Packages:

Sage Line 50, Sage Payroll, Quick Books, Xero, SuperOffice CRM, TR@veller, SUN, JDE, Citrix, GDP, M3 and Concerto, iView.

**CUSTOMER SERVICES ADVISOR • SUFFOLK COASTAL NORSE LTD (P/T 0HRS) • MAR 2017- MAR 2019**

Car Park Section – issuing permits, DVLA information and assist in court prep and various admin duties

**BOOKKEEPER • SABONA RHEUMATIC RELIEF COMPANY LTD (P/T 12-25 HRS) • JUL 2012 - JAN 2019**

All financial and office responsibilities –

- o Purchase & sales ledger, credit control, data ledger input
  - o VAT Returns, HMRC payments, accounts to audit preparation
  - o HR - all staff management – Holiday, Pensions, Welfare
- Manage/maintain website and social media requirements

**CUSTOMER SERVICES ADVISOR • SUFFOLK COASTAL NORSE LTD (P/T 20 HRS) JAN 2012 – MAR 2017**

Customer services dealing with customer calls/queries, data entry, waste data flow – reconciling weighbridge tickets and maintaining monthly reports, assisting car park section – issuing permits, DVLA information and assist in court prep, attend court as a witness when called and various admin duties

**SELF EMPLOYED • THORBYNS TRADING • JUL 2012 – PRESENT**

- **DISTRIBUTOR • PHOENIX TRADING • MAR 2017 - PRESENT**
- **DISTRIBUTOR • CHOCOLATES FOR CHOCOHOLICS • FEB 2017 - PRESENT**
- **DISTRIBUTOR • KLEENEZE • JAN 2017 - DECEMBER 2018**
- **CONSULTANT • BODY SHOP AT HOME • NOV 2014 - PRESENT**
- **REPRESENTATIVE • AVON COSMETICS • OCT 2012 - PRESENT**
  
- **BOOKKEEPER • GENESIS ENGINEERING SUPPORT • JUL 2014 – PRESENT**  
Sage Accounts, Expenses, VAT Returns
  
- **PARTNER • DAEDALOS LLP • JAN 2014 - PRESENT**  
QuickBooks Accounts, Purchase ledger, VAT Returns
  
- **COMPANY SECRETARY • MOREFIELD LIMITED • SEP 2013 – SEP 2015**  
Sage Accounts, VAT Returns, Expenses
  
- **ACCOUNTS ASSISTANT • AUTOPLANT LTD, FOXHALL (P/T 11HRS) • JUL 2012 – OCT 2012**  
Maintain ongoing sales/purchase ledgers, payments, bank reconciliation and credit control

**CARE WORKER • GOLDSBOROUGH HOME CARE NOW SAGA, BECCLES • FEB 2010 – JUL 2012**

Evenings/Weekend – to assist clients with retaining independence in their own homes  
Courses attended: Manual Handling, Medicines, Food Hygiene,  
Safeguarding of Vulnerable Adults, Dementia, CRB checked

**VARIOUS TEMPING AGENCIES • FEB 2010 – JUL 2012**

- **ACCOUNTS ASSISTANT • SABONA RHEUMATIC RELIEF COMPANY LTD, SAXMUNDHAM (P/T 9-12HRS) • OCT 2011 – JUL 2012 – LONG TERM SICK**  
Bought ledger and sales ledger input, payroll, petty cash, month end reports, commission payments, multi-currency bank reconciliations and pay runs (using Sage Line 50 and Sage Payroll)

- **ACCOUNTS ASSISTANT • AUTOPLANT LTD, FOXHALL (P/T 11HRS) • APR 2012 – JUL 2012**  
Migrate accounts over from excel spreadsheets to Sage Instant and maintain ongoing sales/purchase ledgers, payments, bank reconciliation and credit control
- **ADMINISTRATION ASSISTANT • SUFFOLK COASTAL SERVICES LTD, WOODBRIDGE (P/T 20hrs) • OCT 2011 – JAN 2012 – MATERNITY COVER**  
Customer services dealing with customer calls/queries, maintaining reports and various admin duties (using M3, GGP 2008 software)
- **RECEPTION • C-MAC TECHNOLOGY, GT YARMOUTH • SEP 2011 – 2 DAYS HOLIDAY COVER**  
Meridian 1 switchboard and data entry
- **PROCUREMENT • ALTRO LIMITED • NOV 2010 – SEP 2011 – LONG TERM SICK COVER**
  - o Daily report function of low stock levels then purchase input as well as packaging and stationery
  - o Accounts functions to assist HQ with receipts and price discrepancies
  - o Liaise with suppliers with shortage or price discrepancies
  - o Check, receipt stock and match despatch notes with purchase orders
  - o Chase suppliers for estimated delivery dates
  - o Deal with carriers for ETA's & POD's and maintain contact with clients on any delivery failure
  - o Maintain a repair service and deal with the client and carrier arranging delivery/collection
- **PURCHASE LEDGER CLERK • HOSEASONS HOLIDAY LTD, LOWESTOFT • FEB 2010 – OCT 2010 – RELOCATED DEPT**
  - o 50+ Purchase ledger invoices on a daily basis
  - o Sales ledger input, chase and progress to legal if required
  - o Check and input sales representatives/staff expenses and Barclaycard
  - o All batching, coding and data input
  - o Prepare and run monthly payment runs and ad hoc supplier payments
  - o Maintain and update Voucher redemption scheme
  - o Assist with other accounts functions as and when required

**EBAY BUSINESS (NON PROFIT) • THORBYS TRADING • 2007 – 2010**

Running an ebay business selling personal assets, made in region of £30k and gave me opportunity to take a sabbatical and travel, helped a friend set up a company in Egypt (Tekguru) and organised their exhibition stand and promotional materials for NEC Dive 2009

**FINANCIAL DIRECTOR • FENTON UK PLC, NORTH WEALD, ESSEX • 1996 - 2007**

Company set up and all day to day functions of running the company

All financial responsibilities –

- o Purchase ledger, sales ledger, credit control, data ledger input
- o VAT Returns, HMRC payments including maintaining CIS contractors payments
- o Maintain Public and Employer's Liability insurance policies
- o Project procurement, Office & IT infrastructure

Manage project managers, logistics, training schedules and HR

Maintain client and suppliers relationships

Manage up to 50 staff employed and sub-contractors, labour also maintain car and van fleet

Processing Quotes, Tenders, Risk Assessments and other Project based paperwork requirements

## **LTE SECURITY & DATA SYSTEMS LTD, HARLOW, ESSEX • 1992-1996**

- **OPERATIONS MANAGER • 1994 - 1996**  
Maintain resources, procurement and logistics for all projects in hand, PA functions for 2 directors.
- **OFFICE ADMINISTRATOR • 1992 - 1994**  
All admin and clerical functions for project team and sales managers processing quotes, invoices and tender returns, maintain appointments, diaries and accounts paperwork, PA functions for 2 directors.

## **LONGMANS PUBLISHERS (NOW PEARSON EDUCATION), HARLOW, ESSEX • 1988-1992**

- **BATCHING & RECONCILIATION CLERK**  
Process paperwork relating to subscriptions payments - refunds, duplicate payments, back orders and assist Line Manager.
- **ADMIN ASSISTANT**  
Process, maintain and service everything relating to loose leaf publications, maintain stock control, replacement pages service, data input, database management, overflow of calls and paperwork for Customer Relations Team and assist Line Manager
- **CUSTOMER RELATIONS MANAGER – 2 X MATERNITY COVERS**  
All correspondence admin and telephone calls relating to our subscriptions – orders, returned items, replacements, refunds.

## **OFFICE TEMP • ALRED MARKS RECRUITMENTS AGENCY, HARLOW, ESSEX • 1988 - 1989**

All clerical positions – various companies and positions within that local area

## **RECEPTIONIST/TELEPHONIST & SHOWROOM MODEL • CAESAR FASHIONS, LONDON • 1987 - 1988**

All reception duties, switchboard, dealing with clients, modelling clothing samples to High Street buyers, switchboard, all aspects of admin, clerical duties, assist sales managers with documentation.

## **EDUCATION**

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### **1987 • ST JOHNS COMPREHENSIVE - SIXTH FORM**

- O Level Chemistry
- O Level Maths
- CEE English
- RSA Office Practice Grade I - Pass
- RSA Typewriting Grade I - Pass
- BTEC/City & Guilds – Certificate of Pre-Vocational Education  
(Typewriting, Bookkeeping to TB, Clerical Services, Mico-computers & their applications)

### **BOOKKEEPING • 1987 • LOUGHTON COLLEGE FOR FE – DAY RELEASE**

### **HUMAN BIOLOGY • 1987 • HARLOW COLLEGE – EVENING CLASS**

### **6 CSE • 1986 • ST JOHNS COMPREHENSIVE**

- ENGLISH, GEOGRAPHY MATHS, FRENCH, BIOLOGY & PHYSICS

## VOLUNTEER EXPERIENCE OR LEADERSHIP

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I suppose I have shown leadership qualities from a young age being patrol leader at girl guides and then company secretary for a school project where we set up our own company in Sixth form.

I have done some voluntary work as a Community First Responder and Samaritans.

## TRAINING

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- 2000 - Sage Line 50
- 1999 - AutoCAD
- 1998 - Sage Instant Accounts
- 1998 - Microsoft Project 98
- 1992 - RSA Typewriting Grade I – Distinction
- 2010 - Foundation in Counselling Skills
- 2010 - Foundation in Counselling Theory
- 2010 - Induction Course - Domiciliary Care
- 2011 - Certificate in Counselling Skills
- 2016 - Advanced Excel Part I

## INTERESTS

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Walking and photography

- 2008 - TDI - Closed Circuit Rebreather Diver
- 2007 - TDI up to Decompression Procedures
- 2005 - Certified Rescue diver
- 2005 - Certified O2 Provider
- 2003 – 2005 PADI up to Master Scuba Diver
- New Ongoing – EFT – Tapping
- New Ongoing – Life Coaching
- 2011 - Samaritans (CRB checked)
- 2010 - Community First Responder (CRB checked)
- 2008 - Nikon Introduction Course to D80

## CONTACT INFO

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