



HEIDI GATFIELD

GIRL FRIDAY | PERSONAL ASSISTANT | BOOKKEEPER

OBJECTIVE

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

SKILLS

Excellent communications and logistics skills, project management, procurement, organisational and management skills, work well in team or on own initiative.

Experienced in Microsoft Office Packages:
Sage Line 50, Sage Payroll, Quicken, Xero, SuperOfficeCRM, Tr@veller, Sun, JDE, Citrix, GDP, M3 and Concerto, iView.

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

To cover holiday, sick or whenever needed

FINANCE MANAGER • SABONA RHEUMATIC RELIEF COMPANY LTD (FLEX P/T 12-25 HRS) • JUL 2012 - PRESENT

All financial and office responsibilities –

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

EXPERIENCE

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.

- **BOOKKEEPER/ADMIN • YBIMO LIMITED • MAR 2017 – PRESENT**
Xero Accounts, Entries & Expenses
- **BOOKKEEPER/ADMIN • EAVDC LIMITED • MAR 2017 – PRESENT**
Xero Accounts, Entries & Expenses
- **BOOKKEEPER/ADMIN • JOEYS JUICE • JAN 2017 – PRESENT**
Excel Entries, Year End Accounts Prep
- **DOG WALKING • VARIOUS CLIENTS • OCT 2016 – PRESENT**
- **CARE SIT • OCT 2016 – PRESENT**
To enable parents to access community/social engagements
- **BOOKKEEPER/ADMIN • MAGGIES MOPS • JUL 2016 – PRESENT**
Xero Accounts, Entries & Expenses
- **RECEPTION • ACANTHUS HOLIDAYS • APR 2016 – 2 DAYS**

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 • THORBYS TRADING • JUL 2012 – PRESENT

- **DISTRIBUTOR • PHOENIX TRADING • MAR 2017 - PRESENT**
- **DISTRIBUTOR • CHOCOLATES FOR CHOCOHOLICS • FEB 2017 - PRESENT**
- **DISTRIBUTOR • KLEENEZE • JAN 2017 - PRESENT**
- **CONSULTANT • BODY SHOP AT HOME • NOV 2014 - PRESENT**
- **BOOKKEEPER • GENESIS ENGINEERING SUPPORT • JUL 2014 – PRESENT**
Sage Accounts, Expenses, VAT Returns
- **PARTNER • DAEDALOS LLP • JAN 2014 - PRESENT**
Intuit Accounts, Purchase ledger, VAT Returns
- **COMPANY SECRETARY • MOREFIELD LIMITED • SEP 2013 – SEP 2015**
Sage Accounts, VAT Returns, Expenses
- **REPRESENTATIVE • AVON COSMETICS • OCT 2012 - PRESENT**
- **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**
 - Daily report function of low stock levels then purchase input as well as packaging and stationery
 - Accounts functions to assist HQ with receipts and price discrepancies
 - Liaise with suppliers with shortage or price discrepancies
 - Check, receipt stock and match despatch notes with purchase orders
 - Chase suppliers for estimated delivery dates
 - Deal with carriers for ETA's & POD's and maintain contact with clients on any delivery failure
 - 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**
 - 50+ Purchase ledger invoices on a daily basis
 - Sales ledger input, chase and progress to legal if required
 - Check and input sales representatives/staff expenses and Barclaycard
 - All batching, coding and data input
 - Prepare and run monthly payment runs and ad hoc supplier payments
 - Maintain and update Voucher redemption scheme
 - Assist with other accounts functions as and when required

EBAY BUSINESS (NON PROFIT) • THORBYNS 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 –
 - Purchase ledger, sales ledger, credit control, data ledger input
 - VAT Returns, HMRC payments including maintaining CIS contractors payments
 - Maintain Public and Employer's Liability insurance policies
 - 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 positons 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

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

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

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

INTERESTS

Scuba diving, photography, horse riding, cycling, walking, swimming & aerobics

- 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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