



Shelley Frost

Ambitious. Adaptable. Available

Hull, UK

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Languages

English (Native)

About

Summary Adaptable & available I am 30 years old and I really want to kick start my career! As you can see I have various qualifications and work experiences, this is because I love to learn and I love to learn and to keep my skills relevant in today's job market. I am very ambitious and motivated in building myself a career, I am very open to career development and training and gaining more qualifications. I have most recently completed a Mental Health in the workplace qualification, and a certificate of higher education in healthcare and health sciences with the open university. I am looking for work from home role only, part time work - up to 30 hours.

BRANDS WORKED WITH

Baylea Homecare

Stjohns Ambulance

Telecom Service Centres

Tui Group, le Molay Littry

Worldwide Digital Media

Experience

● Supervisor at worldwide digital media

Worldwide Digital Media | Apr 2022 - Aug 2022

I previously worked for WWDM from 2017-2019 but left to study. I returned in April to this company & was shortly promoted to supervisor. This was a work from home role with head office based in west Sussex. The supervisor duties included was obtaining adequate cover for shifts, reporting any issues to the manager, call listening, training new staff, minute taking, adhering to laws & compliance and ensuring that any issues are addressed and that shifts run smoothly. I left this position due to low pay & wanting to pursue a career for myself.

● DOMICILIARY HEALTH CARE ASSISTANT

Baylea Homecare | Dec 2016 - Feb 2017

As a home carer my role was varied & challenging with many different duties to complete on a day to day basis varying on each clients personal requirements. (dementia, Alzheimer's, ALS, amputee, stroke). The overall duties was to assist patients with bathing, meal assistance, toileting and mobility support, ensure that care plans was adhered to and updated by logging patient information such as mood changes, mobility activity and medication etc, keeping areas clean and hygienic by performing routine sanitisation tasks. It was important to built strong, trusting relationships with patients by providing continuous support and delivering best possible care. I left this job because I didn't have a car and this job you defiantly needed a car for.

● FIRST AIDER

Stjohns Ambulance | Oct 2013 - Feb 2014

At University I was a volunteer for the ST Johns Ambulance service and I was trained on the following, to keep calm under pressure while also reassuring and calming the injured persons and family members, preventing heightened distress. . . To adhere and work in line with GDPA, H&S & RIDDOR. How to do effective CPR, the recovery position. using nebuliser and oxygen tank for asthma attacks, treating minor injuries such as cuts, wounds and abrasions and also general duties such as checking and disposing of out-of-date medication and first aid supplies

● SENIOR CUSTOMER SALES AND SERVICE AGENT

Telecom Service Centres | May 2013 - Sep 2013

Having previously worked for TSC, I was able to come back (after completing my diploma) and hit the ground running yet again. Joining the Vodafone business campaign I was the first point of contact for business customers wishing to set up new contracts, mobile phones, pay bills, make a complaint, change and amend their current price plan, etc, it was also in my role to up sell Vodafone products such as insurance or

upgrading their price plan or adding on home wife, communication was key in this role, especially dealing with high end clientele. Left due to relocation to hull university.

- **GENERAL ASSISTANT**

Tui Group, le Molay Littry | Jan 2011 - Apr 2011

Relocating to France to work as a GA, the duties was varied and no two days were the same, I greeted visitors while working on reception, checked them in and appropriately directed to designated areas, I answered phones and performed clerical office functions, maintained clean reception area including lounge and associated areas, I provided sound advice on the local area to tourists creating positive experience for customers, I completed assigned tasks efficiently and with minimal supervision and also helped less experienced staff manage daily assignments. I also did bar work, serving food, kitchen duties such as meal prep, housekeeping, and supervising children's cooking classes.

- **SENIOR CUSTOMER SALES AND SERVICE AGENT**

Telecom Service Centres | Jul 2008 - Jan 2011

Working at TSC for a number of years, I got to work for various campaign's and learned about how different companies operate while i also further developed my IT, personable & communication skills. I worked on in-bound and outbound campaign's, customer service, retention and sales, also been a senior agent I was often dealing with Complaints, and using my own initiative to gauge the customers requirements, problem solve quickly and efficiently to ensure the best customer experience. Reason for leaving - Relocated to France.