

Nicola Monaghan

Business Support Assistant

CONTACT

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PROFILE

Business Support Assistant with 10+ years of experience. Gaining essential skills such as communication, developing excellent interpersonal skills and the ability to develop and maintain confidential information. Enjoys being a part of team, thrives in highly pressurised and challenging working environments.

EDUCATION

BSc Honours / Information Systems
University of Central Lancashire
Preston, Lancashire
09/2015 – 12/2019

Semester Abroad
University of Kentucky
Lexington, Kentucky, USA
2016

KEY

Analytical thinking & planning
Strong communication
Attention to detail
Organisation and prioritisation
Problem solving
Honest and hard working
Highly motivated
Highly computer proficient
Creative

CERTIFICATIONS

NVQ Level 2 & 3 / Business Administration
Blackburn College
Blackburn, Lancashire

NVQ Level 2 / AAT Accountancy
Blackburn College
Blackburn, Lancashire

PROFESSIONAL EXPERIENCE

BUSINESS SUPPORT ASSISTANT

Blackburn with Darwen Borough Council / Blackburn / 2008 – Present

- Working on busy reception desks
- Working geographically across numerous Children's Centre's and other council buildings throughout the borough
- Supported management in improving operations and resolving issues in order to deliver outstanding customer
- Various administrative and finance responsibilities, dealing with numerous enquiries in all formats – face to face, telephone or email
- Multi – agency partnership working
- Minute taking
- Data inputting
- Help generate quarterly and yearly reports
- Assisting new starters and volunteers in gaining valuable administrative and transferrable skills
- Delivers an exceptional level of service to each customer by listening to concerns or queries and answering appropriately and efficiently.