



REBECCA HAYLES

Professional Summary

A detail-orientated ambitious professional adept in office administration and client support. With a wealth of experience gained from working in the Civil Service to the NHS. Strengths include communication, flexibility, and adaptability. High levels of vocabulary, grammar and writing techniques are currently being utilised by starting my own business. Professionally, my career goal is in the business sector, progressing to owning several companies. Extremely dedicated and motivated to learn, grow and succeed in my chosen field.

Work history

Freelance- Administrator

Remote

01/2023 - Current

- Liaising with clients, staff and other professionals.
- Worked with healthcare and safeguarding education.
- Assisted on legal contracts, documents and statements.
- Calendar, appointment, email management.
- Use Microsoft 365 applications.
- Format documents
- Work methodically, quickly, and efficiently.
- Manage own time.
- Complete necessary training.
- Attention to detail & accuracy.
- Maintain confidentiality.
- Team player.
- Regularly utilise slack, MS office, zoom and Pixlr.

Eleven writing - Database Administrator

Remote

07/2022 - Current

- Migrated articles, and galleries containing over 200 images, Gifs and videos in regularly.
- Implemented database designs and data models.
- Established in migrating data from one CMS, I.e., Drupal and Vanilla to another.
- Work methodically, quickly, and efficiently.
- Manage own time.
- Complete necessary training.
- Attention to detail & accuracy.

✉ beciow@icloud.com

☎ +447586 860500

25 Kings Road

📍 East Cowes, Isle of Wight PO32 6SE

🚗 Full manual, C1

Skills

- Administration, Customer service
- Organisation, Multi-tasking, time management & deadlines
- Exceptional spelling, grammar & syntax (Proofreading)
- Team player, proactive
- Problem-solving, Decision making
- MS office (Inc Zoom, MS Teams)
- Excellent communication, flexible, personable and approachable
- Diligent research, fact-checking & referencing

Education

Expected in 09/2025

University of Essex

Colchester, ESS

LLB Law: Law

08/2020

CENTRE OF EXCELLENCE

Copywriting, Copyediting

Some College (No Degree): Pain

Management Practioner

Pain Management Practitioner, Life-

coaching, Mindfulness

04/2016

ARDEN UNIVERSITY

Some College (No Degree): Law

- Team player.
- Regularly utilise slack, MS office, zoom and Pixlr.

Freelance - Proofreader

Isle Of Wight

02/2020 - 07/2022

- Utilised advanced English skills to proof and edit written work, ensuring correct spelling, grammar, and punctuation throughout.
- Compared proofs of texts with original material with close attention to detail.
- Thoroughly read through novels and documents to ensure correct spelling, grammar, and punctuation throughout.
- Sharp eye for detail and ability to concentrate for extended periods of time.
- Organisational and time management skills to meet deadlines
- Excellent communication for liaising regularly with authors, publishers, and clients by phone and email.
- Research and fact-checking.
- Utilising I.T skills.
- Personal diary, time management.
- Proofread original texts including novels, documents and workbooks.

Chiverton Building service Ltd - Administration Manager

Isle Of Wight

06/2000 - 11/2016

- Filing
- Invoicing (Customers & suppliers)
- Time management
- Diary management
- Site visits
- General Admin duties
- Managed accounts, reconciliations, and payroll.
- Prepared profit and loss reports using Sage.
- Notified staff of regulatory changes to maximise company-wide compliance.
- Oversaw recruitment for clerical staff, accounting, and operations teams.
- Assessed employee performance on a quarterly basis and implemented corrective actions.
- Instructed employees in company policies and procedures, maximising compliance and consistency.
- Maintained high standards of accuracy and quality in data entry and recordkeeping.
- Resolved team conflicts and assisted with identified problems to maintain sense of teamwork.

Isle of Wight NHS Trust Ambulance Service - Emergency Care Assistant

Newport, IOW

07/2004 - 09/2010

- Provided prompt emergency response to accidents and emergencies.
- Attended 10+ emergencies per shift
- Attended large events requiring on-site critical care provisions.

06/2000

Medina High School

Isle Of Wight

A-Levels: Biology, English

06/1998

MEDINA HIGH SCHOOL

Isle Of Wight

GCSEs: English, Maths, Science, History, French

- Monitored patients from scene to hospital transfer and performed necessary in-transit care.
- Conducted equipment inspections and vehicle checks in adherence to required maintenance schedules.
- Maneuvered and positioned patients requiring medical intervention.
- Adhered to clinical and statutory guidelines for full medical compliance.
- Administered medication to relieve patients' pain and discomfort.
- Observed patient conditions to adapt care and medication to suit.
- Used comms systems to communicate with emergency dispatch and hospital teams.
- Used manual techniques and resuscitation devices to stabilise patient conditions.
- Detailed care and treatment provided accurate patient records.
- Assessed patients' vital signs to determine medical care required.
- Drove emergency vehicles professionally for secure patient and equipment transportation.
- Assessed emergency situations and prioritised medical care accordingly.
- Supported paramedics in delivering emergency care.
- Executed reasoned and logical decision-making in emergent situations.

DWP - Benefits Officer

Newport, Isle of Wight

01/2002 - 11/2002

- Advised citizens on eligibility criteria for various benefits including incapacity and job seekers.
- Identified irregularities in benefits claims and facilitated immediate resolution through prompt referral to the fraud team.
- Conducted in-depth reevaluation interviews with benefit recipients to enable accurate determination of eligibility for continuing benefits.
- Achieved high levels of customer satisfaction by providing regular status updates, explanations and clarification of decisions and actions taken.
- Delivered efficient and effective incapacity benefits service in line with UK welfare state and benefits system.
- Maintained accurate client records using a government record system.
- Managed own time and diary
- Managed over 50 enquiries on average per day

References

Available on request