

## Abigail Jane Thomas

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**Profile:** I am a friendly and outgoing individual who has been shown to be quick to pick up new skills. I am capable and confident in working both within a team and individually, using my own initiative where required. I possess high standards in my work and strive to meet these in all tasks I complete, with detail and accuracy. I enjoy learning new skills and am keen to undertake training when necessary.

**Work Experience:** **Credit Control Assistant (August 2016 – present)**  
**Equiom (Scotland) previously Eagle Consulting**  
**15a Harbour Road, Inverness, IV2 1SY**

As credit control assistant, I maintain an organised and detailed account of statements and invoices which means that I am quick to reconcile key accounts. Additionally, I ensure that all customer queries are dealt with in a professional and timely manner, as well as negotiating payments with clients ensuring reports are emailed to all clients on a weekly basis.

Furthermore, I ensure that the customer query database is up to date and clear for all clients who require additional information about our services, alongside running credit checks for clients to ensure an excellent relationship between the company and the client. Through this, I have aided in reducing the overall debt of a high value client. I complete staff training for new colleagues in the department, showcasing the leadership skills I have developed. Proficient user of Access, Brilliant, Opera & OnQ Account System.

**Office Administrator (October 2013 – August 2016)**  
**Eagle Consulting, 15a Harbour Road, Inverness, IV2 1SY**

I became a full office administrator after completing a training period in December 2014. During my time in this role I was first point of contact for clients. I proved myself to have a professional and friendly manner when communicating with clients and colleagues. I was charged with answering phones and emails in a polite and efficient manner, organising mail for the company, as well as staff social events which were met with high praise. I also implemented, maintained and meticulously organised the company money laundering filing system and raised and controlled all company purchase orders on Sage Accounts 50. For my role, I have received positive feedback from all staff and management and have proven to take pride in my work and all tasks I complete.

**Education:**

**Culloden Academy**  
**2008 - 2013**

Intermediate 2

French – A; Mathematics – B; Biology, English, Geography - C  
Standard Grades

Administration, Mathematics – 2;

Biology, Business Management, French, Geography – 3.

**Further Education**

Microcom Training (Completed August – December 2014).

SVQ Business and Administration SCQF Level 5 (Pass).

**Hobbies**

In my spare time I enjoy reading, listening to music, going to the gym and socialising with my friends. I also have a full, clean driving license and access to my own vehicle.

References available upon request.