

# PROJECT SUPPORT OFFICER

## Profile:

Competitive and hardworking manager with excellent interpersonal and organisational skills gained from many years of Customer Service. Computer literate.

## Key Achievements:

- I qualified as a Registered General Nurse in 1991, took teaching and specialist nursing courses, became IOSH accredited in Health & Safety, was a Certified First Aider, and ran my own franchise business for 8 years. After selling my franchise I undertook beauty related training and became qualified in a number of disciplines which brought me to a new career. I moved to Spain in September 2013.

## Career History:

**Project Support Officer – deborahtobin.com – May 2019 – present day**

**Beauty Technician, own salon - May 2014 – present day**

- Beauty treatments

**Volunteer Shop Assistant – Javea Cancer Care Boutique Dec 2014 – April 2016**

**Beauty Technician, (3 days) The Treatment Works & The Nail Station July 2015 – April 2017**

- Beauty treatments & general salon management

**Beauty Technician, Cream Salon, Aug 2011 – Aug 2013**

- Beauty treatments & general salon management

**ISC Researcher, Aug 2011 – July 2013 (1 day per week)**

- Database analysis and gathering data from contacts

**Molly Maid Franchise Owner, Jan 2003 – to March 2011**

- Operating a successful franchise in accordance with worldwide model
- Recruiting, training and retaining staff delivering top quality service
- Payroll & pensions administration
- Route optimisation & schedule management in accordance with client wishes
- Fleet car administration
- Disciplinary procedures in accordance with current legislation

**Buck & Willis Healthcare, August 1998 to Dec 2002 (Redundancy)**

**Quality Assurance Manager & Medical Advisor for PMI Helplines**

- Managing a team of nurses operating helplines for PMI clients needing medical treatment
- EUAT for in house claims Management system
- Procedure writing and audit of performance
- Administrative Support to Office Manager & managing high value claims
- External Auditor for other claims management companies
- Health & Safety Manager
- Maintained RGN qualification by working agency nights at Royal Berkshire Hospital

**Healthcare Assessor, Remedi Healthcare, 1997 to 1998 (later headhunted by Buck & Willis)**

**Registered General Nurse, Royal Free Hospital, Specialising in HIV/AIDS 1993 – 1997**

**Registered General Nurse, Lister Hospital 1991 – 1993, Dermatology, General Medicine & MS**

**Student Nurse, Lister Hospital 1988 - 1991**

## Additional Information:

- Married non smoker with full clean driving licence, own car
- I have been a respite carer for children with special needs
- Former Parish Councillor
- I have been a singer for many years in bands and other musical projects including backing vocals for Beverley Craven
- I have waitressed and undertaken front of house duties at a Michelin starred restaurant
- Non-smoker; Married, no children
- We rescue and hand rear abandoned kittens

**References available on request**