

Curriculum Vitae

Sinead McHugh-Collins

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Letchworth Garden City
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Objective A hard working & conscientious person, functioning as an innovating part of a team, whilst able to work to strict deadlines and using my own initiative.
As a recent graduate of the world renowned Academy of Freelance Make-Up London, I have had the honour of working under talented and well respected makeup artists in the industry; with this training I am confident in my ability to apply makeup to a high standard.
My current decision for 360 career change is due to myself following my dream of becoming a full time Freelance Make-Up Artist.

Key Skills Office Based: Competent in all standard office software e.g. Microsoft Windows, PowerPoint, Visio, MSoffice, MS Outlook and MS Excel. Extensive experience in using Experian credit reference tools. Back office applications such as Wall Street, GFX and Smartstream. ATM applications such as Triton Connect and Pro-view, Great Plains.

Make-Up Application: Having being trained in all areas of Make-Up Artistry under highly sought after MUAs I feel I have the basis to create flawless looks, I understand lighting and working in black and white.

Employer: **YourCash Ltd, Willow House, Linford Wood, Milton Keynes, MK14 6EU**
Work History June 2012 to date
Role Operational Finance Executive

Responsibilities

- Maintain strict control over the money belonging to the business, adhering to all procedures and controls, suggesting improvements where appropriate.
- Calculate and process Settlement of client monies payable to merchants in Europe, ensuring all tight deadlines met for all countries daily.
- Maintain merchant bank account data base ensuring all data input is accurate.
- Provide clear and concise procedures for any new processes.
- Reconciliation of all settlement related bank accounts daily, investigating and resolving any differences within 5 working days.
- Maintain 24 hour SLA on responding to all queries received.
- Processing all relevant reports daily on accounting system, escalating any discrepancies and investigating to resolution accordingly.
- Set up new merchant commission (residual) deals and payment terms on the accounting system, ensuring accuracy of data.
- Maintain up to date knowledge of deal structures to challenge any miss-information where relevant.
- Ensuring Europe commission payment deadlines met accordingly every month.
- Manage and challenge deviation from procedures and controls where appropriate to ensure data integrity. Highlighting areas of concern and suggestions of improvement.
- Adhere to all month end procedures, ensuring all deadlines met.
- Completion of balance sheet reconciliations, validating entries before submission.

- Order cash for the fully managed machines daily, liaising with 3rd parties and cash centres where required, also reconciling bank accounts daily.
- Interrogating all data and documentation provided by 3rd parties and other areas of the business, to validate before acceptance, therefore maintaining data integrity and preventing errors.
- Work closely with other areas of the business to meet and resolve issues.
- Assist in the development, delivery and support of new processes and/or systems to meet changing business needs.
- Settle disputes by making payments, reconciliation of disputes account to ensure recharge as appropriate.
- Involvement in project work providing input and assistance where required.
- Deputising the team covering my manager when she is away from the office.

Employer: **YourCash Ltd, Willow House, Linford Wood, Milton Keynes, MK14 6EU**

Work History November 2010 to June 2012

Role Customer Service Manager

Responsibilities

- Manage a team of 6 agents, ensuring they hit there SLA's
- Report directly to Head of Operations
- Monitor calls and work being undertaken by my team to ensure standards are being fulfilled
- Manage engineering queries and escalate where required
- I always show a polite, courteous and helpful manor, remaining calm when managing difficult situations
- Proactively look for opportunities for improvement
- I have built a good relationship with my peers across the business and share best practices
- I have a good relationship with all Regional Managers and liaise with them daily to resolve issues that arise
- Manage internal issues and customer complaints to a satisfactory solution and escalate if required
- Monitor and review weekly team call statistics and take appropriate action accordingly
- I have good relationship with external suppliers, ie Fujitsu and Wincor
- Ensure sufficient resourcing within the CS Team to meet the needs of the business
- I provide Management information on a daily and ad hoc basis
- I have clear visibility and take responsibility for IMAC activities as well as daily tasks
- Undertaker monthly 1.1s with each team member along with mid and end of year reviews showing clear actions and next steps for each individual

Work History October 2009 to November 2010

Role Customer Service Agent

Responsibilities

- Involved in projects.
- Run the NL fraud report, which looks at any suspicious activity on a card over £1500 and report to Equens so they can check the transaction.
- Arrange the teams tasks for the day making sure all areas we are required to do are being looked at and dealt with.
- I have recently being put forward and took on the role as my team leaders deputy, helping with statistics, looking into emails for her. Acting as a central point for other team's member with queries regarding issues their experiencing on calls that they are unable to resolve.
- Escalating the team's calls to Fujitsu for any calls outside of SLA.
- I previously looked after the daily Poundland report for 6 months and got the companies first ever day where there were no ATMS at 0 no transactions.

- I attended a Poundland site off my own initiative after getting approval from my line manager, due to the site on install were given no training or training cards on how to fill the ATM
- Dealing with customer complaints, finding a solution within an acceptable time frame.

Employer: RBS, UKOC, Brampton Road, Newcastle under Lyme, Staffs
Work History September 2007 to October 2009
Role FX.MM Associate
Responsibilities

- Organised and ran the incoming solely for 10months, keeping within and on most occasions under SLA, trained 2 colleagues on this role so I could move on and gain more experience in corporate service settlements.
- Was part of a new project to implement a new FX confirmations system, became a super user of the system, performed control tests, went down to HQ in London and learnt the system in 4 days, trained and implemented the transition of the system into RBS UKOC.
- Performed the FX Netting role, speaking to clients regarding their FX trades for that day and settling them.
- Joined the Financial Institutions Team, learnt the processing role in 4 weeks and was performing settlements of FX and MM trades with no errors, abiding to strict currency cut offs, liaising with clients, Relationship Managers, front and middle office and investigations daily. Performed the reconciliations and control settling trades. Whilst working in Financial Institutions team I looked after and liaised with Top Tier clients, being the first port of call for any query or problem, resolving and getting an answer back to the client within a suitable time frame. I dealt with getting clients accounts loaded any ad hoc requested they may have for payments.
- Joined the UK Corporate Services for more exposure on dealing with internal accounts, performed the UK processing role after 2 days, abiding to strict currency cut offs, liaising more with clients, performing ad hoc tasks and client request and netting.

UK corporate Services duties involved:

- Setting up of new accounts for existing clients
- Liaising with client and Relationship Manager for any accounts required or Third Party payments
- Liaising with sales and credit to obtain checks on clients that are looking to make a Third Party Payment obtaining Know your customer and Know your business
- Adhere to strict deadlines with currency cut off times
- Adhere to strict policies as with the current climate checking every payment due out and making sure the client is not in administration/liquidation, if so obtaining the correct sign off from Credit/Business control
- Dealing with corporate client queries with regards to settlements and investigate any problems they may have. First point of call for clients with queries of funds not being applied, change of account etc
- Deal with ad hoc requests, such as splitting payments and applying funds to 2 different accounts or paying part funds gross and part funds netting with other trades
- Dealing with queries from our Front Office in regards to settlements

The environment I worked in within UK Corp Services team is a very high pressured one whereas working as a team is extremely important to meet targets and objectives and lower risk to the bank.

Employer: Fowlers Motors Ltd, Silverdale, Newcastle under Lyme, Staffs

Work History Jan 2005 – July 2007

Role Finance Manager

Responsibilities

- Accountable for the finance department.
- Dealing with 30+ sales staff to obtain the best rate and terms for their clients.
- Building relationships with finance companies such as Lombard and working with them and the client in order to obtain the best deal.
- Understanding what the finance company is looking for in a client and underwriting applications as appropriate before forwarding them to the relevant company.
- Management of stock lists, liaising with Auction houses and dealers to ensure client needs are always met.
- Processing any customer complaints.

Employer: Black and White Group, Towers Business Park, Rugeley, Staffs

Work History Jan 2002 – Jan 2005

Role Mortgage Underwriter

Responsibilities

- Dealing with 25+ Mortgage Applications every month.
- Putting together packages for clients in the UK and Northern Ireland looking to remortgage, Transfer Equity, Right to Buys and Buy to Rents
- Liaise and build relationships with the mortgage companies and solicitors.
- Directly dealing with clients and mortgage advisors.

Work History Jan 2001 – Jan 2002

Role Administrator

Responsibilities

- Working for a group of 4 underwriters
- General administration task i.e. Typing out letters, answering phone calls, photocopying and faxing

Work History Jan 1999 – Jan 2001

Role Call Centre Operator

Responsibilities

- Contacting clients from a database provided
- Arranging appointments for clients and mortgage advisors
- Hitting weekly targets

Education 1993 – 1998

Cardinal Griffin RC Secondary School, Cannock
7 GCSE passes subjects including English, Mathematics & Business Studies

1998 – 2000

Aelfgar Sixth Form College, Rugeley
Merit in GNVQ Advanced Health and Social Care

May 2015 – July 2015

Academy of Freelance Make-Up, London
Graduated course: Professional Makeup Artistry and Session Styling

References

Miss Donna Boby – Head of Operational Finance, YourCash Ltd.

Address: YourCash Ltd, Willow House, Linford Wood, Milton Keynes, MK14 6EU

