

# Richard Hulston

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## **PERSONAL STATEMENT**

**I have 22 years of experience in Business Administration and Customer Service. Plus 10 months in Sales.** My attention to detail is excellent. Meeting deadlines and keeping to timescales has been a major part of my roles throughout my work history. In my most recent role as IT Business Support. Microsoft Outlook for Email and Calendar and Excel were used daily.

## **EXPERIENCE**

<b>Category</b>	<b>Sub-Category</b>
Filing	Manual Electronic
Minute taking	Team meetings
Diary management	
Arranging meetings	
Reception duties	
Cash handling	
Stationery orders	
Handling telephone calls	Incoming Outgoing
Typing	Letters Reports Memos
Data input	Databases Spreadsheets Systems
Working with	The public In a team Colleagues at all levels
Experience with Microsoft Office products	Outlook 2000/2003/2007/2016 Word 2000/2003/2007/2016 Excel 2000/2003/2007/2016 PowerPoint 2000/2003/2007/2016 Publisher 2000/2003/2007/2016 Access 2000/2003/2007/2016 Visio 2000/2003/2007/2016
Communication skills	Listening In person Using telephone Email
Supervisory skills	One to one training on systems
Organisation skills	Prioritising workload
Problem solving skills	Web based programming
Compiling statistics	
Practical skills	Manual handling Moving equipment

## WORK HISTORY

<b>Job Title</b>	<b>Employer</b>	<b>Location</b>	<b>Dates</b>
<b>Webmaster/Developer/Admin</b>  Main Duties: Coding PHP, HTML, Javascript, Upgrades, Database admin MySQL, Moderation.	Richard Hulston (non-paid)	www.answerology reloaded.com	10/2015 - Present Day
<b>Office Assistant</b>  Main Duties: Cold calling, dealing with multiple email accounts (Outlook 2016, Hotmail etc.), booking appointments, updating systems (Excel 2016, Access 2016 etc.). Liaising with the office manager, canvassers and clients.	Ashby Soden	Ashby Soden Manor House Manor Lane Halesowen West Midlands B62 8PU	10/2017 – 07/2018
<b>Business Support</b>  Main Duties: Taking calls for managers. Dealing with emails (MS Outlook). Use of (Excel, Word, and Access). Data Input/Data Quality. IT Support. Developing databases/online forms. Dealing with visitors. Working with customers and colleagues up to director level.	Dudley MBC IT	3-5 St. James's Road Dudley West Midlands DY1 1HZ	09/2000 – 05/2017
<b>Administrative Assistant</b>  Main Duties: Dealing with tel. calls. Typing reports/letters etc. Use of email and updating databases. Dealing with visitors.	Dudley MBC Social Services	Inspection Unit Arcal Street Sedgley West Midlands DY3 1TG	12/1993 - 09/2000
<b>Forklift Truck Driver</b>  Main Duties: Driving a forklift truck, responsible for loading and unloading stock, moving stock around the warehouse and storing it in the correct area.	Makro	Pitcairn Drive Halesowen West Midlands B62 8AZ	11/1990 - 12/1992
<b>Warehouse Operative/Forklift Truck Driver</b>  Main Duties: Covering all aspects of warehouse duties, from loading and unloading, moving stock around the warehouse.	Hand Tools Distributors	Folkes Road Hayes Trading Estate Lye, Stourbridge West Midlands DY9 8RG	01/1987 - 11/1990
<b>Taker in - Trainee Glass Blower</b>  Main Duties: Training in glass blowing processes at Red House Glass Cone, learning about the techniques used to create glass pieces.	Stuart Crystal	High Street Stourbridge West Midlands DY8 4AZ	09/1986 - 12/1986
<b>Engineer</b>  Main Duties: Training in general engineering tasks on a youth training scheme	Government Scheme Placement	Halesowen Road Cradley Heath West Midlands B64 5LS	06/1986 - 09/1986

## **EDUCATION**

<b>Qualification</b>	<b>Grade</b>	<b>Date</b>
NCFE Level 2 Lean Management		01/2018
NCFE Business Improvement Tools		01/2018
NCFE Working in Business Teams		01/2018
NCFE Level 1 Occupational Studies for the Workplace		01/2018
NCFE Problem Solving		01/2018
NCFE Time Management		01/2018
NCFE Improving Own Performance		01/2018
AAT Level 1 Booking Keeping		10/2017
ECDL	PASS	09/2005
Business Administration	NVQ 2	04/2000
RSA Typewriting 2	Distinction	05/1997
RSA Typewriting 1	Distinction	03/1996
Business Administration	NVQ 1	10/1994
Information Technology	NVQ 1	02/1994
English	GCE E	06/1984
Maths	GCE E	06/1984
History	CSE 3	06/1984
Science Physics	CSE 4	06/1984
Science Chemistry	CSE 4	06/1984
Religious Education	CSE 3	06/1984

## **SKILLS**

<b>Subject</b>	<b>Date</b>
Data Protection	2012/2014/2016
Freedom of Information & Environmental Information Regulations	2012/2014/2016
Information Security	2012/2014/2016
Intranet Overview Training	11/2015
DMBC Intranet Overview	11/2015
Equality & Diversity Essentials	02/2012
Microsoft Excel and File Management	04/2009
ICS Stage 1	10/2008
ICS Stage 2	10/2008
Swift Enquiry and ESCR	08/2008
Stress Management & Absence Briefing	02/2008
Microsoft Access XP Intermediate	09/2007
Microsoft Access XP	09/2007
Microsoft Publisher 2000 Introduction	03/2004
Microsoft FrontPage 2000 Introduction	12/2003
Purchasing Course	10/2003
Skills & Relationships -Taking Stock	01/2003
Swift Data Input	08/2002
Microsoft Outlook 2000 Introduction	06/2002
Swift Data Enquiry	04/2002
Disability Equality Practical Issues	01/2002
Supervisory Training for Supervisees	06/1998
Manual Handling of Loads (Objects)	06/1998
Managing Pressure	11/1996
Time Management	09/1996
Customer Awareness	10/1995

## **AWARDS**

<b>Award</b>	<b>Date Awarded</b>
<b>Award for Voluntary Work</b>  "Awarded to Richard Hulston on 14th March 2002 by His Worshipful the Mayor of Dudley Councillor John Walters. In recognition of their dedication and commitment as a volunteer at Leasowes Park."	03/2002
<b>Letter of recognition from the Chair of Dudley Council for Voluntary Service.</b>  "Dear Richard  The advisory committee was informed at its September meeting of the substantial improvement in inspection lead times in residential care. Members were delighted to hear that currently 63% of reports now meet the three week target and the remaining 37% have a slippage of just under one week.  It was pleasing to note that this success is largely due to the adoption of your suggested change in practice when issuing reports. Advisory members wish to congratulate you and I thank you on their behalf for your conscientious and dedicated support of the unit.  The role of support staff often goes unrecognised. You have highlighted the valuable contribution they bring to the team. Well done! I trust you have a happy Christmas."  G C Cooper Chair - Advisory Committee	12/1998

## **PERSONAL INTERESTS**

I enjoy birdwatching, wildlife and the outdoors.

## **REFERENCES**

References are available on request.