

## ***Curriculum Vitae – Andrew J Moran***

Glasgow

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**I am a very effective & experienced clerical & administrative worker & a very skilled & experienced IT user. I am also a qualified adult tutor with a PTLLS qualification.**

Honest & conscientious, with qualifications in the top 5% of my school year, I went to work, rather than college, despite being the first in my year to be accepted into one. I now possess vast experience of office/administrative work as well as some other types of work experience & skills.

I have been a civil servant, have also worked for utility companies, local authorities & in the private sector, including for multi-nationals. I have also done voluntary work as an IT Tutor, which led to me obtaining the PTLLS qualification, so that I can tutor adults. I have also been a volunteer in the Co-operative movement, in housing and worker co-ops, and most recently have been managing an online radio station, with my own weekly show and other occasional broadcasts.

### **Key Skills:**

- ✓ Substantial administrative & IT user experience;
- ✓ I possess excellent organisational skills & communication skills;
- ✓ I am methodical, numerate & very literate, with very strong & accurate writing skills;
- ✓ I excel at being a conduit or hub of information and have had newsletter/information duties within some roles;
- ✓ I pride myself on accuracy & getting things right, whilst also being very quick and therefore very efficient;
- ✓ **Qualified to tutor to adults with a PTLLS level 3 qualification;**
- ✓ **I hold the full ECDL & Advanced ECDL in Word-processing & in Spreadsheets**, Test Centre Staff (Marker) certified;
- ✓ Data entry: 45-60 wpm with high accuracy. I audio type & copy type;
- ✓ Web Developer using both WYSIWYG programs as well as being able to code (html).

### **Experience:**

- ✓ Eleven years as a front-line civil servant plus plenty of subsequent experience in a variety of office roles;
- ✓ PAYE & assessing tax liabilities for Inland Revenue;
- ✓ Communicating with the general public, companies & their representatives by letter, phone, fax, email, in person;
- ✓ Shop work/Reception/First Point of Contact, online sales, including administration and logistics;
- ✓ As well as MS Office products (Word, Excel, etc.), I have used Sage Accounts & Payroll and many other programs;
- ✓ Experience of working in teams and on my own, supervision of new/inexperienced staff & IT beginners;
- ✓ Updating and maintaining computerised/manual records. Archiving and document control;
- ✓ Researching, writing, editing, scanning, document formatting, proofreading;
- ✓ Production of ledgers & reports, purchase control & administration, till work, turnstile operation, cash handling;
- ✓ Administering meeting/conference rooms, appointments, diaries, minutes, sometimes running them;
- ✓ Managing an online radio station and broadcasting.

**Recent Employment History:** A separate, more detailed document is available on request).

**525 Accountancy: Administrative Assistant;** Calendar/meeting arrangement & confirmations, chasing client records/information, mail (in), passing on client (registered office) mail via email, after scanning & recording receipt, contacting HMRC, dealing with visitors, telephone calls. April – May 2025.

**Online Radio Station Management (Voluntary, unpaid);** Programme management, playlists, meta-tagging, web site developer, online shop management, social media management, show host. July 2023 – ongoing.

**Election Operative,** 3D Personnel, dealing with postal ballots at the Scottish Elections, in Glasgow. April – May 2021.

**Companion,** Emmaus Mossley & Glasgow. Selling furniture, bric-a-brac, scheduling deliveries & donation pick-ups, eBay sales, Facebook/online communications. Jan 2019 – Jan 2021.

**Voluntary Web Site & Social Media Co-ordinator** for The Wooden Canal Boat Society, Ashton-under-Lyne. May – July 2017.

**Voluntary IT Tutor** in Sholwer Community Centre & Chadderton Wellbeing Centre. February – March 2017.

**Accounts and Administration** for Tyrenet. Invoicing, invoice coding, accounts queries, IT support, August – October 2016.

**Voluntary Work as an IT Tutor,** for The Hub, Stockbridge Village, for Villages Housing.

**Data Entry** for Liverpool City Council dealing with Property Licensing, via an agency.

**Data Entry/Administration** for the National Citizen's Service, managed by Ingeus, Huyton, via an agency.

**Student Support;** email accounts, ID requests, managing exam & coursework records for University of Liverpool, surveying room use for Liverpool John Moores University. Employed via an agency.

**IT Tutor** for a community learning centre, tutoring Level 1 & 2 ITQ qualifications to adults.

## Before 2015

**Accounts Assistant;** For Brook Street at StanleyBet, running reports upon bets taken by foreign based betting shops, to check for unusual bets and betting patterns.

**Administrator;** for a local authority in a number of departments, providing administrative support, recording enquiries/service. I also worked in a department's accounts/wages, recording hours, issuing invoices for works & dealing with purchase orders.

**Technical Clerk;** managing of filing & archiving, with a system I upgraded/implemented, drawing & document registers, assisting in the production & formatting of bid documents, general clerical tasks.

**Facilities Co-ordinator;** mail, deliveries, reception, conference room bookings & security, ad-hoc clerical tasks.

**Research Assistant** for a NGO.

**Production Assistant;** I logged and/or recorded radio & TV news broadcasts. I also transcribed, taped or digitally recorded broadcasts at the specific request of clients.

**Night shift work** counting cash at a bank's cash centre.

**Data Entry** roles, including updating records of road/street works performed, using *Symology*.

**Receptionist/Administrator;** Duties included deliveries, mail, stock, conference room bookings, staff travel.

**Rock Steady; Event Steward** at numerous public & sporting events in Scotland & occasionally in England. This included Edinburgh's Hogmanay, Live8, T in the Park, Scottish rugby/football matches & concerts at Hampden & Murrayfield.

**Voluntary work;** I assisted local computer users in Craigmillar, Edinburgh at CCIS Teleport, from children to mothers and the elderly. I also provided help sheets, wrote a weekly web review and administered their web site.

**Transition;** Tutoring IT user skills to reforming addicts, potentially leading them to ECDL qualifications.

**Scottish Braille Press; Computer Transcriber,** typing/scanning documents for conversion to Braille.

**Flame** (agency); Temporary work for The Pensions Trust; general clerical duties including filing & reception cover.

**Taskcrown Ltd** (agency): Temporary work for Lynx Express as a manual labourer on night shift parcel sorting.

**UK Directory; Database Administrator:** Adding web sites to a database & quality control.

**NetCommerce;** Trust-On-Line: Researching web sites for a database and to provide leads for offering a quality trust-mark. I also wrote web articles for the company site.

**Cards For Good Causes;** Selling charity Christmas Cards.

**Voluntary Work;** In the Co-operative sector, mostly as a delegate. Also newsletter editing.

**Mack Service;** Food retailer, logging-in produce & some statistical work.

**Protim Services Ltd; Administrator** for branch of timber treatments company, dealing with sales, purchases, ordering office stationery & work materials. First point of contact & secretarial duties for the manager.

Various temporary **data entry work** through agencies.

**Inland Revenue; Revenue Officer,** PAYE, Some Self-Employed & Property cases, Collection for almost two years, regional relief team for a year, dealing with employees, employers, accountants & agents by phone, letter, fax or in person.

**NB: This is a skills based CV. For a full employment history, ask for it or visit my CV website (see below).**

Gaps between employments indicate benefit claims. Some voluntary work was conducted simultaneously with such.

## Qualifications:

✓ Seven "O" Levels/equivalents including English Language (A), English Literature (B) & Mathematics (B), from Redbridge Community School, Southampton;

✓ **ECDL (all modules) with an average of 95.43%, obtained in 2002;**

✓ Qualified as an ECDL Marker, 2003;

✓ **Passed Advanced ECDL in Word-Processing, 2003;**

✓ **Passed Advanced ECDL in Spreadsheets, 2003;**

✓ **Passed Computerised Accounts Course** (Sage), with a First Class Pass, 2010;

✓ **City & Guilds Working in Customer Service, 2012;**

✓ EDI Level 1 in IT User Skills, 2012;

✓ **PTLLS Level 3, June 2014;**

✓ BTEC Level 1 in "Workskills" (QCF), 2014.

✓ Basic PAT Testing Certificate, 2020.

✓ **NPA Level 5 in Web Design, 2022.**

## Additional Experience:

"Communicating Assertively" course, Security/Event Stewarding, Parcel Sorting.

## Hobbies/Interests:

Music, including concert going. An interest in using computers & their applications, which has led to my managing web sites, forums, manipulating & animating images & occasional video editing, which then led to IT tutoring and then to radio station management and hosting.