**Carol Ann Long**

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**Personal Profile**

An accomplished, highly motivated, passionate and experienced legal secretary with a range of skills encompassing sales and purchase conveyancing, probate, litigation, transcribing, data entry, documenting, note-taking, and safe custody. Can communicate effectively with individuals from a variety of backgrounds and will bring enthusiasm and a positive attitude to the workplace and any job role required to undertake, will go the extra mile to ensure success, hardworking and reliable, and committed to doing a great job that will bring value to any organisation.

**Key Strengths**

* Ambitious, hardworking, and reliable.
* Analytical and problem-solving skills.
* Audio typing.
* Conveyancing and litigation.
* Legal research, client interaction, and document drafting.
* Meticulous with punctuality and consistency.
* I.T. skills, a proficient user of Microsoft Office.
* Dependable hard worker, able to follow instruction to get the job done.
* Friendly personality and able to engage clients.
* A strong work ethic and desire to succeed.
* Confident and articulate, with eloquent communication skills.

**Employment History**

**Jan 2013 – Present Raising a Family, now ready to return to full time employment.**

**Mar 2009 – Dec 2012 Berrygrove School**

**Mid-Day Supervisory Assistant**

* Help maintain a safe and clean environment.
* Ensure children are properly monitored at all times.
* Set-up dining halls with tables and benches ready for lunchtime.
* Help serve snacks and meals to the children at lunchtime.
* Model positive behaviour and manners to children.
* Indoor and outdoor supervision at all times.
* Followed safeguarding policies.

**Jun 2003 – Dec 2008 Debenhams Ottaway**

**Legal Secretary**

* Floated between three different sites.
* Initially writing and banking cheques by hand, which was subsequently replaced by a digital system.
* Processed incoming mail and outgoing post as well as stationery requisitioning.
* Safe custody of Title Deeds, Wills and Probates.
* Trained new office staff members.
* Worked alongside a Fee Earner in the Probate/Private Client Department.

**Apr 2003 – Jun 2003 Freelance Float Secretary**

**Jan 2003 – Mar 2003 Male & Wagland Legal Secretary**

**Nov 2002 – Dec 2002 Beviss & Beckingsale LLP Legal Secretary**

**Feb 2001 – Oct 2002 Blue Arrow Float Secretary**

**Jan 2000 – Dec 2000 Bryan & Mercer Solicitors Legal Secretary**

**Aug 1999 – Dec 1999 Freelance Float Secretary**

* Drafted and proofread legal documents and forms, including contracts, conveyances, and court pleadings, ensuring accuracy and compliance with legal procedures and grammatical precision.
* Managed the diary and schedules of multiple solicitors, adeptly coordinating court dates, client meetings, and critical deadlines to maintain an efficient flow of legal operations.
* Prepared and submitted legal correspondence, including letters before action and statutory notices, while maintaining confidentiality and exercising discretion with sensitive information.
* Accurately recorded billable hours and prepared invoices for clients, showcasing meticulous attention to detail and a thorough understanding of law firm billing practices.
* Liaised effectively between clients, solicitors, estate agents, county councils, utility companies and court personnel, maintaining professional relationships and facilitating smooth communication channels.
* Participated in client interviews and meetings, taking detailed notes and transcribing to maintain accurate recordings of client’s requirements.

**Oct 1998 – Jul 1999 Hunting Technical Services Ltd Administration Co-Ordinator**

**Nov 1987 – Sep 1998 Hunting Technical Services Ltd Secretary/PA to Senior Management**

* Manage the senior team’s calendar, schedule appointments and meetings.
* Handle correspondence and communication on behalf of the senior team.
* Assist in the organisation and coordination of appointments and meetings.
* Provide comprehensive administrative support, including managing expense reports, processing invoices and handling travel arrangements for the senior management team, resulting in efficient financial management.
* Facilitate effective communication and coordination with directors, departments and team members, ensuring efficient collaboration and timely information flow.
* Support the directors in executing key projects and initiatives, managing timelines and milestones to deliver and achieve objectives on time and within budget.
* Maintain strict confidentiality and handle sensitive information with discretion, upholding privacy and confidentiality and maintain trust.
* Proactively identify areas for improvement and implement streamlined processes.

**Education**

**Sep 2011 – Mar 2012 West Herts College**

NVQ Level 2 English

NVQ Level 1 Mathematics

**References available on request**