



## Personal Profile Qualifications & Contact Points

### Key Experience

- ① Proficient in implementation of ISO standards in Quality Management ISO 9001 & Environmental ISO 14001
- ① Fully trained & experienced Internal Auditor
- ① Client Liaison
- ① System implementation and management
- ① Integration of systems
- ① Website & Social media management
- ① Accounting & Finance
- ① Sales Target Performance
- ① Change Management
- ① UK Passport & Driving License Holder

### Qualifications & Professional Bodies

- ① ISO14001:2015 Transition Training
- ① ISO9001:2015 Transition Training
- ① Internal Auditor Training
- ① Chartered Institute of Environmental Health- Level 2 in Environmental Awareness
- ① General Secretarial Certificate
- ① CEMAP In Mortgage Advice 2000-2003
- ① GDPR

**Location:** Staffordshire

**Contact:** Sharon Louca

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### Professional Profile

Sharon is a highly motivated efficient business consultant specialising in the implementation and maintenance of ISO certifications in Quality ISO9001 and Environmental Management ISO14001. Sharon supports companies achieving consistently high levels of performance and service. She offers guidance and support through the process and helps businesses understand the requirements with structure and ease.



## Career Summary

### July 2014 - to date Sharon Louca Ltd - Director

- ① Knowledgeable in ISO9001 & ISO14001 – practical experience since 2014
- ① Fully trained & Experienced Internal Auditor – practical experience since 2014
- ① Supported companies from manufacturing, engineering and service industries in gaining ISO accreditation and transition to ISO9001:2015 and ISO14001:2015
- ① Supported product and service-based companies with system implementation, risk management, planning, change management, supply chain management, improvement plans
- ① Experienced in implementing a Quality Management System from conception to certification and integrating the ISO14001:2015 requirements into the Quality Management System

### September 2006 – April 2009 Fazeley Motor Company - Office Manager

- ① Responsible for overall management of the business
- ① Accounts/payroll
- ① Customer databases/customer service and key liaison contact
- ① Website management
- ① Recruitment and development of staff

### June 1997 – July 2005 Natwest Bank – Member of Recruitment and Management team/Registered Telephone Mortgage Adviser

- ① Mortgage Knowledge
- ① Target driven
- ① Meeting company objectives
- ① Mentoring and development of staff
- ① Interviewing and Recruitment selection

### February 1992 – June 1997 Hunters Estate Agents – Office Manager

- ① Day to day management of office
- ① Customer liaison
- ① Customer Service
- ① Property Valuations
- ① Property Viewings
- ① Sales Targets
- ① Office Management
- ① Telephone skills
- ① Negotiation skills

### August 1990 – February 1992 Dixons Estate Agents – Sales Negotiator

- ① Customer Service
- ① Negotiation
- ① Property Valuations
- ① Teamwork
- ① Property Viewings
- ① Sales Targets



**November 1989 – February 1992 JS Bloor Limited –  
Receptionist/PA Managing Director & Contracts Manager**

- ① Excellent Telephone Manner
- ① Organisational Skills
- ① Complaint handling
- ① Customer service
- ① Diary management
- ① Preparation of letters and reports

**September 1987 – November 1988 Spline Gauges Ltd – Accounts Assistant**

- ① Accounts
- ① Payroll
- ① Office Administration
- ① Teamwork and relationship building

**Assignments Undertaken**

Implementation of ISO9001:2015 – Engineering Company Aston 2016 – Appointed Internal Auditor 2015 to date

Implementation of ISO9001:2015 – Vehicle Service Business 2016 – Appointed Internal Auditor 2015 to date

Transition of ISO9001:2008 to ISO9001:2015 – American owned seat Manufacturer – Nuneaton – appointed consultant for ongoing management of system 2015 to Dec 2018 (site relocation)

Transition of ISO14001:2004 – ISO14001:2015 – American owned seat Manufacturer – Nuneaton – appointed consultant for ongoing management of system 2015 to Dec 2018 (site relocation)

Internal Auditor for Chartered Surveyors – Leamington – 2014 to date to include transition from ISO9001:2008 to ISO9001:2015

Internal Auditor Training – supported in delivery of training course 2014 – to date

**Special Interests**

Keeping Fit and raising money for charity in running events  
Travel to holiday home in Cyprus  
Home improvements  
Reading  
Gardening  
Socialising

