**Hayley Oberlander**

• 25 Selvage Lane, London, NW7 3SS. • Tel: 07931270374. • Email: hayleyoberlander@hotmail.co.uk

**Education and qualifications:**

**2014 - 2015 University College London, MRes Urban Sustainability and Resilience.**

Project partner: London Underground. Merit achieved.

**2010 – 2013 Kings College London, BSc Hons Mathematics with Management and Finance.**

First Class Honours.

**2002 – 2009 Mill Hill County High School, London**

A-Level: Mathematics ( **A** ) AS-Level: Critical Thinking ( **B** )

Biology ( **A** ) Chemistry ( **C** )

Psychology ( **A** )

GCSE’s: 4 ( **A\*** )‘s, 6 ( **A** )’s and 1 ( **B** )

**Employment details:**

January 2014

**University College London. *Researcher.***

* Undertook research within the Urban Sustainability and Resilience research group at UCL, with London Underground as an industrial partner, working towards the award of a Masters of Research (MRes - achieved).
* Project title: An investigation into the management of passenger congestion on the London Underground
* Worked closely with London Underground, in particular made use of their vast databases and datasets which were most relevant to my research.
* Undertook qualitative and quantitative research, including performing substantial analysis of Oyster Card data, and extracting meaning via the synthesis of multiple datasets.

September 2013

**Rail and Transport Strategy Centre, Imperial College London, London. *Research Intern.***

* Gained exposure to the concepts of Benchmarking and Performance measurement via the analysis of Key Performance Indicators
* Assisted in the preparation of reports to publishing standard, including case studies on Station Dwell Times and Impacts of New Lines, Extensions and Major Investments on the Existing Metro, including graphical and statistical analysis, proof reading and reformatting
* Preparation of a Member Profile Report for members of the benchmarking group ISBeRG including writing the South Africa's Metrorail profile from scratch, requiring detailed research and writing up to the required standard.

1st July 2013 – 23rd August 2013

**KPMG, Edinburgh. *Vacation Scheme Internship* – *Public Sector Audit.***

* Established and maintained effective working relationships with clients
* Completed a variety of different jobs to assist the audit team with whom I was working
* Including analytical reviews of audit documents, preparing working papers and performing basic accounting and bookkeeping tasks.
* Completed allocated discrete projects for which I was fully responsible, starting with consultation with clients to obtain the necessary information, performing the required testing and then writing up the results with recommendations for further testing if necessary.

August 2012

**Hazlems Fenton LLP** **Chartered** **Accountants**, **London. *Work placement.***

* Responsible for completing various aspects of accounts preparation for a number of varied clients.
* With the use of excel, analysed and prepared financial data from basic records and appropriately inputted it into a sophisticated accounting software package in order to construct statutory accounts.
* Used my analytical ability to track down and correct errors to ensure my output was of the highest standard.

May 2010 – present:

**Off To Work**, **London. *Agency hospitality assistant.***

* Responsible for providing a high quality, customer orientated service and delivery at a huge variety of different events and venues, including the London 2012 Olympics.
* Developed an awareness of customer relationship management, whilst working with challenging customers in high pressure environments.
* Leading and organising my team members to ensure a prompt and professional team service when working at large dinners. Also requires accurately following precise instructions when necessary.
* Continually working with new people has provided me with the ability to communicate professionally and act with integrity with people of all levels.

March/April 2010

**PSFoods Ltd., Hertfordshire.** ***Secretary and Office Assistant*.**

* Used my organisational skills to complete an inventory check including inputting data collected into the computer system.
* Managed the reception desk, which gave me the opportunity to develop my telephone communication skills.

**Voluntary work:**

September & December 2012

**Broadway Homelessness and Support, London. *Volunteer position.***

* Completed extensive internet and telephone research on various topics, to facilitate the work of the fundraising team.
* Compiled findings using Microsoft applications in order to present them in a clear, concise and logical form.

July 2010

**The Leap South Africa.**

* Undertook charity and conservation work in South Africa.
* Co-operated with a team of people I'd just met to enrich the lives of a group of underprivileged children, helping to construct and decorate an extension to their day care centre and help out with the daily duties of the carers.
* Taught English in local schools, and helped run the wildlife and anti-poaching initiatives ran at the lodge I was staying in.

**Skills/ Interests:**

* Skilled at statistical / quantitative data analysis
* Excellent knowledge of MS office Excel, Word and Powerpoint
* Basic understanding of the use of R (statistical software)
* President / Vice President of the University of London Harry Potter Society.Responsible for planning and running weekly meetings with a Harry Potter theme and organising weekly Quidditch meets in Regent’s Park. Advertising and marketing the society using social media and poster campaigns.
* Music: Amateur pianist, qualified to grade 5, but now self taught as a hobby.

**References:** Available on request.