

Gemma Davidson

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Profile

A highly organised, energetic, conscientious and capable individual with a very strong work ethic. A keen eye for attention to detail, determined to provide exceptional work with a natural ability to take responsibility in a calm and professional manner. A strong team player, creative and dedicated with a desire to learn and develop. An interest in advanced analytics and a passion for data.

Skills

- Highly developed interpersonal skills, confident building strong relationships
- Effective problem solver, assured trouble shooting
- Particular flair for organising and time management
- Quick and enthusiastic learner willing to go that extra mile
- Proficient user of Microsoft Word, Excel, PowerPoint, Access and Outlook
- Capable creating reports from ODBC links & SQL queries
- Experienced in SQL databases
- Competent in accounting systems such as QuickBooks and Sage 50 Accounts
- Solid customer service skills ensuring highest standards at all times

Achievements

- Integral part of implementing the business processes and launching the Xenia Broking Group
- Enhanced the CRM system, implemented the Opportunity Manager to track the sales pipeline, established the Business MI reporting and implemented the company audit process, improving efficiency with time and cost savings.
- Essential part of the mergers and acquisition project team, successfully integrating 5 company acquisitions and managing the data migration
- Established and responsible for the Policy Admin Team
- New business target achieved within 7 months
- Responsible for improving the Marketing procedures and having a record year of enquiries
- Awarded Distinctions in Executive PA Diploma and Legal Secretary Diploma

Career Progression

Credit & Business Finance Ltd T/a Xenia, Work Remotely

Aug 2020 – Current

Business MI & Systems Analyst

Responsible for 1st line business system support, delivery of enhancements and maintenance of data integrity. Training users on functionality and best practise. Development of MI to facilitate and support decision making. Project manage and deployment of MI for acquisitions. Meet with key Senior Management/Stakeholders to understand their MI requirement and present the solution. Ongoing evaluation and interrogation of systems to ensure the growth of the business is supported. Assessment of business processes, recommending and implementing improvements. Establish and manage the Policy Admin team. Document management for all business entities.

Credit & Business Finance Ltd, Sawbridgeworth, Herts

June 2018 – August 2020

Business Development & Broker Support

Annual personal New Business target 100% achieved within 7 months. Providing sales analytics and KPIs to Sales Director as well as the wider new business team. Implemented the Opportunity Manager in the database to track sales pipelines. Established New Business and underwriter reporting/statistics. In depth knowledge and understanding of all insurers Credit Insurance policies in order to attend prospect and client meetings to obtain business. Full market reviews conducted, liaising & negotiating with the underwriters. Production and completion of documentation for insurers, ensuring contract certainty and compliance.

Credit & Business Finance Ltd, Sawbridgeworth, Herts

April 2017 – June 2018

Marketing Executive

Reviewed and enhanced marketing data processes for a record year of enquiries. Reporting on Marketing statistics, analytics and creation of KPI dashboards. Profiling large quantities of third-party data to provide prospect analytics. Monitoring of company compliance, involved in establishing companies GDPR compliance. Organising events – conferences, exhibitions and charity golf days. Creating and processing all direct marketing campaigns. Co-ordinating all enquiries and problem solving on behalf of the team.

EX-L Driving School, Harlow Essex

March 2014 – April 2017

Accounts

Ensuring companies accounts are processed on a weekly basis via QuickBooks. Invoicing students and instructors. Inputting bills and expenses. Receiving, making payments and performing bank reconciliations. Dealing with incoming calls and extensive diary management booking in pupils.

TAG Catering Equipment Ltd, Stansted Abbots Hertfordshire **November 2015 – December 2016**

Sales Administrator

Admin and project support to key senior management. Quote generation and estimate log management. Creating O&M manuals for projects, raising purchase orders and invoicing via Sage 50 Accounts. Creating/renewing contract documents and asset lists for site maintenance. Handling of client emails and incoming calls.

Pitman Training, Bishops Stortford Hertfordshire

July 2013 – October 2015

Centre Administrator/PA to Director

Responsible for managing the centre. Full administration and PA duties.

North Weald Golf Club

May 2013 – March 2014

Secretary

TransRe Insurance, London (Work Placement)

June 2013

Assistant to CEO's PA

Education

Pitman Training

Executive PA Diploma and Legal Secretarial Diploma

March 2013 – March 2015

Diploma's included: Microsoft Office Word, Excel, PowerPoint, Access and Outlook. BCS Level 2 Award in Touch Typing, Audio Transcription, Effective Business Communication, Successful Minutes and Meetings, Event Management Essentials, Go Make a Difference, Book-Keeping, Sage 50 Accounts, Legal Secretary-An Introduction, Conveyancing and Civil Litigation.

Birchwood High School, Bishops Stortford, Hertfordshire

Graduated 2012

GCSEs

English Language **B**, English Literature **B**, Mathematics **C**, Double Science **B**, Music **A**, Physical Education **A**, Dance **A**, Drama **A**, Humanities **B**, German **B**

Personal Details

Hobbies/Interests

Enthusiastic about yoga, latin dance and general fitness. Passionate about singing, achieved a distinction in grade 5 vocals. Enjoy reading, learning new knowledge and skills. Having grown up in Hong Kong, have a great interest in travel and experiencing different cultures.

Hong Kong ID

Right to live and work in Hong Kong

Driving Licence

Full UK clean Driving Licence

References

Available upon request