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Summary

I am a proactive and conscientious marketing graduate with 12 years' experience across a variety of customer centric environments. My excellent communication skills, combined with my enthusiastic nature, allow me to thrive in collaborative settings. My time management and attention to detail skills enable me to excel when working on solo projects. I am an adaptable individual who enjoys challenging traditional ideas and being commercially minded.

Education

ST MARK'S CHURCH OF ENGLAND

2008-2013

Achieving 13 A*-C GCSE grades (Including English and Maths)

CITY OF BATH COLLEGE

2015-2017

Achieving DMM in International Business Extended Diploma

MANCHESTER METROPOLITAN UNIVERSITY

2017-2020

Achieving 2:1 in Marketing Management

Experience

MEMBERSHIP ASSISTANT

Work.Life

July 2022 - Present

- Administration, responsible for looking after 500+ members (booking meeting rooms, registering guests, office extras, emailing).
- Operations, maintenance of the building (adhering to H&S regulations, logging facilities issues, liaising with contractors).
- Sales, increasing profits for the company (leading prospective office tours and membership enquiries, creating partnerships with local businesses, up-to-date with industry trends to seek new revenue streams, use of CRM systems).
- Community, cultivating a positive workplace culture (onboarding and inducting new members, creating fun initiatives to engage members, promoting inclusion, building rapport from CEOs to freelancers – I was able to triple our NPS score via new methods and approaches).

ASSISTANT MANAGER

Alice Park Cafe

2012-2021

- From washing up at a young age within the family business, I was able to confidently lead and manage operations (leadership, dependable and able to get stuck in where needed).
- Playing a pivotal role in the transformation of the business throughout covid (adaptable, creating social media, developing strategy for business survival).
- Taking full ownership of operations as we became mobile during the festival season 2019 (supplier relationships, budgeting, management and being able to thrive under pressure whilst acting as brand ambassador).

BAR SUPERVISOR

Manchester Metropolitan Student's Union

2018 - 2020

- Creating events (creativity, events and FOH) Working in a diverse environment (social awareness and adaptable communication style).
- Liaising with other stakeholders across the SU to achieve KPIs (time management, commercial awareness and problem solving).

Other Experiences

Across the summer of 2017 I did an internship at the British Chamber of Commerce in Prague working with the British Embassy:

- Creating export wins for UK businesses with Czech buyers and distributors
- Events
- Administration and international business knowledge During University I played an active role in the LGBTQ+ society and the radio team (Chat with Charlie):
- Using social media to promote awareness and events
- Creatively collaborating with different groups

About Me

I grew up with 11 dogs and 9 chinchillas which has enhanced my affinity for life. My spare time is occupied with socialising, listening to all sorts of music and reading about global events. During covid, I trained as a life coach which has enabled me to build stronger relationships at multiple levels.