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| **Name** | Nichola Gudger |
| **Address** | 17 Fairfield Way, Wesham, Preston, PR4 3EP |
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**Skills**

* Confidence and ability to handle responsibility effectively and efficiently due to colleagues depending upon me to deliver tasks by set deadlines
* Excellent understanding of financial implications involved in project management
* Discipline in terms of working to various targets included in work experience
* Problem solving skills gained because of both the Management and Information Systems created at Future Environmental Services Ltd and as I studied my degree part time while working full time
* Able to communicate with all seniority levels, with the ability to adapt my language and terminologies in every situation
* Understanding of flexibility required to achieve targets and in daily work practice
* Capacity to work well in a team and interact confidently with managers, colleagues and customers
* Strong negotiation skills, both over the phone and face to face
* Passionate about delivering great customer service
* Ability to learn from mistakes to ensure that I always improve on my professional and personal skills

**Employment History**

**Amey – STW SCM contract**

**Commercial Assistant –Civils Lead**

**May 2018 to Present**

Mangement of the Civils work stream for the Severn Tremt Water SCM contract. Respnisiblties include but not limited to -

* Production of daily WIP files for the team and suppliers
* Managemnt of application process for ten suppliers
* Fornightly payment generation
* Management of exceptional order tracker and quotation syetem, including liason with the client, Amey agents and suppliers
* Management of work for two direct reports
* Regular aduits of claims for payment and supplier payment to ensure these are acurate
* Supplier meeting to ensure issues with payments, disrepencies and WIP are resolved effectivly
* Preperation of files for month end process
* Managment of a small team
* Use of MS office suite, SAP, WMSites, GISST

**ABS Commercial Solutions**

**Senior Recruitment Solutions**

**Jan 2017 to April 2018**

ABS Commercial solutions is commercial consultancy who provide support to tier one contractors across the UK. I was brought into the business to expand their team

and to also provide additional permanent hire solutions to external clients.

* Sourcing and screening candidates – including formal interviews with competency-based questions
* Headhunting for specialist roles
* Fee negotiation including issuing formal terms of business to external clients
* Reference checks
* Management of client and candidate expectations
* Negotiation and management of offer process
* Management of third-party job sites including price negotiation
* Use of Microsoft Office suite and bespoke systems
* Inductions, health and safety and onboarding of new internal employees and freelance worker

**Office Angels**

**Senior Recruitment Consultant**

**May 2013 to Jan 2017**

* 360 recruitment process management
* Outbound sales calls to generate business – following leads and offering out
* sought-after skill sets
* Price negotiation (temp and perm fees) both face to face, phone and email
* communication
* Gathering information from clients regarding skill sets, personality fit,
* company benefits and long-term strategy
* Ensuring compliance to ISO policy and audit procedures
* Sourcing and screening candidates – including formal interviews with
* competency-based questions
* Reference checks
* Management of client and candidate expectations
* Negotiation and management of offer process
* Updating internal bespoke system, with candidate and client information
* including logging sales activity and contact with candidates
* Use of Microsoft Office suite and bespoke systems

**Tradesmen Solutions**

**Fitting Agent Team Leader**

**Nov 2012 to May 2013**

I was recruited to develop an underperforming team on the Bathstore contract. The

team was unable to meet the clients SLA’s and had a poor attendance record. The

changes I made include -

* Moving the SLA reporting to become a team function; this was previously created by an external department and was often not received
* Any job that goes out of SLA has logged reason which is communicated to the store.
* Changing the roles of the team to use their individual strengths
* Performance reviews for all the team to address strengths and weaknesses.
* Changing shift patterns of full-time staff to include weekends. This improved continuity in the service to stores and enabled removal of a part time role
* Running daily internal and external SLA reports
* Ensuring SLA’s are adhered to and intervention of critical works
* Primary contact for client liaison for all issues or complaints
* On-boarding contractors onto the group network
* Ensuring subcontractors documentation is current and correct
* Production of quarterly board pack for a major client
* HR responsibility for a small team

**Office Angels**

**Various temporary positions**

**March 2012 to Nov 2012**

**Future Environmental Solutions Ltd**

**Business Performance Manager/Commercial Manager**

**July 2003 to Feb 2012**

Future Environmental Solutions Ltd is drainage contractor that works within waste

water utilities. I worked my way through the company ranks and my achievements

include -

* Recovering a substantial old debt from our major client circa £500k
* Managing the companies’ major contracts including United Utilities, Severn
* Trent Water, Scottish Water, Balfour Beatty Utilities, Enterprise PLC and Carnells. The contracts I managed were a value of in excess £8M per annum
* Closing of AMP4 contract with Balfour Beatty Utilities
* Part of the tender team to win contracts on AMP5 reactive works with Enterprise PLC

Responsibilities included:

* Ensuring all commercial claims are made accurately within strict timescales.
* Working closely with all levels of stakeholders in the business from site staff to directors, to ensure projects run on time and on budget
* Production of weekly WIP reports for the business
* Month end reporting on sales v targets
* Reconciliation of payments for our major contract on a fortnightly basis
* Fortnightly and monthly reviews with the client to ensure maximum payments are delivered in a timely manner
* Working closely with the remote finance team to ensure that all claims are fully auditable
* Managing and editing client dashboard data for internal board reports
* Primary contact for client liaison for all issues or complaints
* Key driver in making our systems and work flows more efficient to minimise staffing costs
* Internal audits on projects to ensure that standards are being met
* Scheduling teams to reactive jobs with between two hour and one-month response deadlines
* Managing and implementing systems of work
* Monitoring KPI’s and implementing systems of change if there are failings with these.
* Ensure SLA’s are always adhered to
* Knowledge of Microsoft Office including advanced Excel, worked with specialist packages including WinCan, MapInfo, Pocket GIS. Adaptable to custom built software
* Multi-client working largest two contracts Enterprise United Utilities and Severn Trent Water, additional clients including Carnell, Capita Symonds, Eric Wright and local authorities

**Education**

University of Central Lancashire, Lancs

BA (hons) Business Management 2.1

Preston College, Preston, Lancs

GNVQ Advanced Science Pass

Ashton On Ribble High School

9 G. C. S. E’s: including:

Maths C

English Language C

English Literature C

Dual Award Science BB

Young Enterprise Pass

**Other Qualifications**

ICS Diploma – Management