

Eleanor Mawer

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After graduating from Swansea University, with a 2:1 honours degree in International Relations with French, I entered the travel and hospitality industries working for leading tour operators and groups such as Soho House and Mark Warner. After two years' experience in operational management roles, I have returned to studying part time; embarking on a Diploma in Software Development. I am looking to secure a part time role to utilise my strong administration skills whilst continuing to progress in my career during my studies.

Professional Experience

Erna Low Consultants, London

January 2017 - April 2018

Administration Manager

- Managing the admin team to successfully coordinate all operations for ski and summer holidays
- Reconciling and reporting to French and UK partners regularly to ensure costs, prices and commission are in line with current contracts and agreements
- Business to business project management for the newly launched company website
- Content manager for the company website
- Engaging with clients directly ensuring the highest level of customer service and client retention
- Generating and analysing company reports for the Executive team

Soho Farmhouse, Chipping Norton

August 2016 – December 2016

Head of Reception

- Managing a team of six for the hotel sector of the member's club including training, support and pre-disciplinary action
- Overseeing guests' stays from check-in to check-out, organising transport to and from the Farm, ensuring special requests and events run smoothly
- Investigating and resolving billing enquiries
- Using Opera to create and update reservations
- Maintaining close co-ordination with other Farmhouse managers and departments
- Ensuring customer experience is to a high, luxury standard

Shaw Gibbs, Oxford

April 2016 – May 2016

Receptionist, Admin Assistant (Temporary Assignment)

- Reception cover; greeting clients, organising calendars and scheduling meetings
- Administration tasks, assisting the Marketing Executive with current projects

Mark Warner ski resort, Hotel la Berangere,

December 2015 – April 2016

France

Head of Customer Services with second language (French)

- Managing and training a team of four to coordinate all customer services within the biggest Mark Warner hotel during the winter season
- Reception tasks, including using TigerBay and Stocklink booking systems, use of Microsoft Office especially Excel and Outlook and answering the telephone
- Liaising with all French suppliers for orders and returns for guests and the hotel
- Translating invoices, orders and other documents for hotel staff and guests
- Ensuring the highest level of customer service at all times
- Resolving problems before escalating to management or head office if necessary
- Organising all arrivals and departures from the hotel

National Assembly for Wales, Cardiff

September 2014 – December 2014

Researcher (Internship)

- Preparing research briefings, meeting minutes and press releases for Peter Black AM
- Topical research for an academic policy report on Equality and Human Rights in Wales
- Administration tasks and personal assistant responsibilities for Peter Black AM and other support staff members
- Answering constituent's questions using the research service available

Éducation Nationale, Académie de Grenoble (British Council)

October 2013 – April 2014

English Language Teacher

- Teaching English to classes of up to 30 pupils (aged 5-11)
- Creating a variety of topical activities suitable to the age-group/language level; including worksheets, games, songs and reading
- End of unit one-to-one evaluations, assessing all four language aspects

Retail experience

SportCrest, High Wycombe

May 2011 – September 2014

Assistant Manager

- Merchandising with window dressing, regular stock rotation and promotions
- Processing specific orders for customers; online and in store
- Pre-ordering stock for coming seasons, including skiwear, school uniform and fitness wear
- Updating the website regularly with new products and promotions
- End-of-day responsibilities including counting cash, counting the till, calculating the day's figures
- Organising rotas for eight members of full-time and part-time staff
- Key holder and store manager during the owner's absences

Professional Development

Code Institute, The Learning People

February 2018 – Present

- Software Development Diploma

TEFL England

May 2015

- 140-hour premier certificate, followed by one year teaching English in France

Education

Swansea University

September 2011 – July 2015

- BA International Relations with French Second Class Honours, Higher Division (2:1)

Wycombe High School

September 2003 – August 2010

- 3 A Levels: Government & Politics (A), French (B), Spanish (B),
- 4 AS Levels (A-C)
- 12 Higher Tier GCSEs (A-B) including English, Maths, French and Spanish

Throughout my time at Sixth Form and University I worked in various part time roles in retail and hospitality. Between May and August 2016 I travelled across some of the United States.

In my spare time I love to travel and explore new places, spend time with friends and family, and enjoy a good book with a proper coffee.