



Jennifer Hobbs

IT Support Professional / Project & Customer Coordinator

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Accomplished and passionate professional with substantial experience coordinating project and IT operations as well as delivering exceptional services and support to customers and guiding and training teams.

Capacity to support the continuous improvement of the customer / user experience across operational areas, such as customer service, e-commerce/strategy. Ability to provide IT and system support to enhance operational efficiency. Superior interpersonal, analytical, and conflict management skills with a flair for increasing organisational cohesiveness, productivity, and profitability. Skilled in handling customer issues, rendering best services, improving efficiency, and providing appropriate solutions. Capability to support, oversee, and ensure the successful delivery and management of single and multiple projects within scope, safety, quality, time, and cost constraints. Outstanding written and verbal communication skills with the capability to communicate with team members at various levels, including business leaders.

Areas of Expertise

- Strategic Planning & Analysis
- Operational Excellence
- Project Coordination
- IT & System Support
- Process Improvement
- Customer Satisfaction & Retention
- Integration Management
- Stakeholder Management
- Staff Training & Leadership

Career Experience

Flight Centre LTD, Denmark
Integrations Manager

Aug 2020 – Dec 2020

Ensured swift and successful integration while acting as integration manager for the global procurement network. Coordinated, planned, and executed the procurement integration activities. Tested new processes and one best ways as well as ensured their effectiveness and implemented into the distribution teams.

- Assured the entire department supported for Go Live date and beyond by delivering training to a range of teams in the new system processes.
- Developed the new processes for loading contracts into the new system and trained all departments on this process.
- Successfully integrated two countries (UK and RSA) onto the new booking system.
- My team loaded all the RSA and UK contracts, received from suppliers, into the new system on time for the launch.

Flight Centre LTD Agile Project Team, Denmark
Subject Matter Expert (SME)

March 2019 – April 2020

Provided feedback on user stories, tested the new system environments, and communicated daily with teams based in Australia, USA, and UK.

- Wrote user stories and acceptance criteria for the new system and completed QA and acceptance testing to ensure the correct development.
- Assisted with the creation of the new booking platform, working across four time zones, including Denmark, Australia, USA, and Sri Lanka.

Flight Centre Ltd, Britain
Team Leader for Europe Content (GPN)

Nov 2017 – March 2019

Loaded and proof hotel and tour contracts into the calypso system for sale to Flight Centre agents globally. Ensured correct loading of rates and inclusion details. Maintained important relationships, with both internal selling businesses and external suppliers. Analysed contracts and ensure the accuracy and development of team.

- Won multiple customer service and excellence awards as well as being invited to attend global ball in Singapore 2016 and Berlin 2018.

- Led, guided, and trained the team that resulted in attaining the outstanding achievement award and best North content team in January 2019.
- Improved errors by over 50% from the 2018 to 2019 financial year. Our turnaround time for replies in 24hrs (contract and supplier queries inbox) was consistently over 90% replied to and/or closed.

Completed the following in house training modules:

- Leadership Development Program (8 x 3-hour sessions)
- Fierce Conversations (3-hour session)
- Coaching for growth (3-hour session)
- Managing Change (3-hour session)

Flight Centre LTD, Britain

Oct 2015 – Nov 2017

Assistant Team Leader for Europe Content (GPN)

Assisted the team leader with implementing business plans and new processes. Developed team members alongside normal daily responsibilities. Improved existing processes and tools. Awarded the emerging leader award and invited to global ball in Singapore. (Top 10% of company globally are invited approx. 3000 out of 30 000 people). Trained various team members on the systems and processes.

Additional Experience

Content Coordinator for the Global Procurement Network (GPN) at Flight Centre LTD, Britain, March 2014 – Oct 2015

International Travel Consultant at Flight Centre LTD, Britain, July 2013 – March 2014

Receptionist at Nomads Hostel Brisbane, Australia, January 2013 – May 2013

Head Waitress at Rare Steakhouse, Australia, July 2012 – January 2013

Supervisor at Glasson's Ltd Clothing Store, New Zealand, September 2011 – May 2012

Addstaff Temping Agency, New Zealand, June 2011 – September 2011

Bumble Bees, Private Day Nursery, Britain, June 2010 – May 2011

Ski Instructor, Blackcomb Mountain, Whistler, Canada, Nov 2008 – April 2009 & Dec 2009 – April 2010 (excl. VANOC)

Education

BA (hons) Degree in Childhood and Youth Studies

University of Exeter, UK

A Levels, including Art, Chemistry, and Biology

Hurtwood House School, Guildford

Technical Proficiencies

Microsoft Office Applications, including Excel

Project Management Systems, such as JIRA, Salesforce, Trello

Various Travel Reservation Systems, such as Calypso, Travelbox, Amadeus

Reporting Tools, such as Power BI and SQL reporting

Computer Languages, HTML - CSS - JavaScript (including react and react native) - SQL databases (mongoDB) - Serverless (AWS)

Certification

2021 - Full Stack Immersion – CareerFoundry (online)

2020 - Intro to Frontend Development – CareerFoundry (online)

2020 - HTML, CSS and Web Design – General Assembly (online)

2019 - Introduction to Agile Project Management – Copenhagen, Denmark

2016 - Basic First Aid in the Workplace – London, UK

2009 - Level One CSIA Ski Instructors Certificate – Vancouver, Canada

2008 - Basic Events Organising Course – University of Exeter, UK