

Jessica Pourawal

Contact Number | Jessicapourawal@gmail.com |

Personal Statement

A highly determined and enthusiastic rostering planner with nine years of experience in one of the largest motoring organisations. Accustomed to working in a high-pressure environment with strict daily deadlines. Currently working as a Rostering Planner, strong analysis skills involving significant use of MS Excel and other MS products. Quick to grasp new ideas and concepts in order to develop innovative and creative solutions to problems. Works well on own initiative and can demonstrate high levels of motivation and organisation required to meet tight deadlines. With excellent interpersonal skills and can communicate effectively at all levels and have acted as a subject matter expert for intercompany business areas. I'm committed to continual improvement.

Job History (from current)

AA (Automobile Association)

January 2014 – Current

Rostering Planner

- ⤴ Key Contact for Recovery
- ⤴ Deliver strategic resourcing plans to meet business targets and objectives
- ⤴ Manage holiday process for all areas of responsibility
- ⤴ Maintain flexible schedules for Road Employees to optimize resource fit against forecast demand
- ⤴ Micro-manage tactical resource plan, utilising flexible hours to ensure site coverage and maximum efficiency within agreed costs
- ⤴ Liaise with managers at all levels, ensuring accuracy of information and resolving queries
- ⤴ Identify trends using analytical tools
- ⤴ Share best practices across the Road planning team
- ⤴ Work in a high-pressure environment with tight deadlines, handling multiple tasks simultaneously
- ⤴ Prevent reoccurrence of issues through discussions with Regional Managers and Area Managers to maximize efficiency

AA (Automobile Association)

July 2008 – January 2014

Customer Service Advisor

- ⤴ Communicate and empathise with a wide range of customers and companies
- ⤴ Shown initiative in increasing and upgrading AA membership
- ⤴ Confidence in dealing with complaints and queries to a satisfactory outcome
- ⤴ Adapt to seasonal variation and flexibility to learn new working practises

Bosch Thermotechnology Ltd

July 2012 - September 2012

Payroll Intern

- ⤴ Address payroll queries related to holiday, sickness, absences, bonuses, and deductions
- ⤴ Process expenses and update database
- ⤴ Provide administrative support for ongoing projects

Bosch Thermotechnology Ltd

July 2011 – June 2012

HR Systems Intern (University Placement)

- ⤴ First point of contact for all HR and Payroll queries
- ⤴ Responsible for accurate payroll for 500 hourly paid employees (2 sites)
- ⤴ Preparing statistical HR data for the HR Director, including cost centre analysis through absence, overtime, and budget
- ⤴ Co-ordinating annual event of updating employee's personal data through mail merge/spreadsheet

- ✧ Maintaining and updating new starters, changes and leavers on SAP HR database on time and in line with monthly headcount reporting for auditing purposes
- ✧ Involved in updating HR policies and procedures including HR forms and Intranet
- ✧ Created and implemented electronic annual leave booking system
- ✧ Provide general HR administrative support such as arranging interviews, diary management, note taking and employees references
- ✧ Comply management reports of weekly SAP Time and Attendance database
- ✧ Produce reports and analysis on clocking analysis
- ✧ Update organisational charts and monthly departmental objectives i.e. statistics

Education

Aston University	September 2009 – July 2013
BSc (Hons) Business Management & Sociology	2:1
King Edwards VI College, Stourbridge	September 2006 - August 2008
A Level in Law, Psychology and Sociology	B, B and B
AS Level in Communication Studies	C
Leasowes Community College, Halesowen	September 2001 - July 2006
GCSE'S	11 A* - C
AS Level in Business Studies	C