Becky Jones

Exeter, willing to relocate | 07718274905 | beckyljones1997@gmail.com

# Skills

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| **Technical**  Word  Excel  Databases  Keyboard  Administrative | **Non-technical**  Communication and teamwork  Autonomous and self-motivated  Reliable and responsible  Prioritising and problem-solving  Acute attention to detail |

# Experience

## Education support assistant | UniversitY of Exeter | march 2019 – present

* Delivered high-quality general administrative duties, including answering multi-line phone system, filing, delivering messages to staff, and helping students at the front desk
* Accurate data entry, checking, and maintenance requiring high attention to detail. Developed and updated spreadsheets, databases and physical filing systems to track, analyze, and report on student attendance and performance. Maintained complex digital and physical filing system for student work
* Reliable resolution of external and internal telephone and e-mail enquiries, alongside triaging, monitoring, and managing departmental e-mail boxes
* Handled sensitive issues with compassionate professionalism following standard operating procedures and GDPR
* Developed team communications and information for weekly team meetings and task handover. Supported efficient meetings by organizing spaces and materials, documenting discussions, and distributing meeting notes
* Interacted with external stakeholders to receive orders, direct activities, and communicate instructions - including organising and sending 200 pieces of exam scripts in a week to a strict deadline
* Pro-active approach in identifying and recommending changes to existing procedures to improve accuracy, efficiency, and quality service
* Trained new employees on administrative procedures, company policies, and performance standards
* Effectively organised duties to regularly publish multimedia newsletter cultivating community and media relations through social media and other communication channels to support degree programmes
* Autonomously led a high-quality administrative team in the delivery of project prizes celebration, resulting in high praise from the head of departments

## Care assiStant  | Sanctuary Care | October 2018- febRuary 2019

* Assisted residents in high-pressure dementia unit with their daily tasks requiring high observation skills
* Enhanced communication skills having to be innovative and adaptive to residents each shift
* Ensured high-quality care under standard operating procedures including completing behavioral reports and accurate data input into the care database

# Education

**BA SOCIOLOGY (HONS) | UNIVERSITY OF EXETER | JULY 2018**

* First-class honours degree (1st)
* Modules including criminology, medical sociology, and social inclusion
* Dissertation on education diversity at university

# Relevant Courses

* Advanced Database (SITS) training | University of Exeter | 2020
* GDPR Training | University of Exeter | 2020
* Level 3 Introductory Diploma in ICT - Distinction \* | OCR Cambridge Technical | 2015

# Interests

* Crime documentaries
* Girlguiding Brownie Leader and voluntary administrator
* Reading