

# Jessica Bowen

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## Personal statement

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I am a goal driven and extremely self motivated candidate who therefore thrives from the pressure of a business environment and the need to execute deadlines. Both my personal and professional experiences have repeatedly demonstrated my ability to surpass the high expectations I set myself. I have an excellent work ethic and knowledge of the flexible and adaptable presence needed to succeed in such an unpredictable business environment. This stems from my vast and varied experience from a young age. It is this that has shaped my ability to build rapport with people at all levels, and when necessary negotiate and influence effectively. My ability to act as a leader is hugely benefited from the confidence I have when interacting with people, the most essential element of a corporate environment. A critical role in a business will benefit from my thirst to learn and develop, whilst it can in turn provide me with tools needed to excel and both a professional and personal capacity.

## Work Experience

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### Accountant & Marketing - Source MT

*08/2023- present*

- Running the day to day role in a designer reselling company, dealing with customer enquiries via social media, email and phone. Ensuring I am able to create a rapport with the clients and understand what they are looking for.
- Using Excel, to manage incoming orders alongside with cost prices, delivery costs and profit margins
- Payments, in charge of incoming payments and out going payments, with attention to detail on collecting deposits from clients and running daily ledgers to keep all accounts up to date. This including chasing debtors, working out profits and losses, breaking even.
- Marketing and promoting the brand on social media and local areas to gain attention of potential customers and attracting new customers, both in the UK and in Europe. This helps to widen our target audience and create new future enquiries and orders.

### Sales Assistant / Team Leader - AS Watson Group

*01/2024 - Present*

- Working within 2 stores to provide a high quality customer service to clients, offering personal shopping assistance and enhancing the experience with expertise and communication between myself and the client.
- Completing thorough training within 4 weeks, on a wide range of modules to support the managers and assistant managers, within 6 months becoming a store Team Leader. Furthermore being a key member of a large team, by ensuring all tasks and deadlines are successful.
- Gained thorough understanding of the online systems used within the company, which ensures stock control, price changes, and date coded items were up to Trading Standards.

### **Self Employed**

*10/2018- 08/2023*

- Own my own sole trader beauty therapy business
- Firstly, building a rapport with my clients to gauge an understanding of what they wish to receive and explain how the process will be actioned
- Using 1-1 communication skills to engage with my clients, for example getting a background of their personal experiences and pursuing conversation to allow the client to relax
- Attending to my client with the upmost attention in effort to achieve the best treatment I can offer with my highly technical skills of co ordination and multi tasking
- Keeping records of my own accounts- banking, working out profits and losses, breaking even
- Marketing and promoting my own brand on social media and local areas to gain attention of potential customers and attracting new customers

### **Business Administrator, Ultraframe Ltd**

*09/2016 - 10/2019*

#### **Responsibilities & Achievements**

- Business support for a technical drawing team, meaning that I was required to pick up the language of their roles in order to quickly assist them.
- After a downsize of the team, did a combined job of 3 roles, which incorporated sales. I followed the sales process from start to finish, assisting throughout the lifecycle of each sale. I had to make sure each task was executed and that the relationship with the customer was as comfortable and yet efficient as possible.
- Was the customer service point of contact, often dealing with hostile customers with issues who had invested significant money with the company. I pulled in the correct individuals to form a team to deal with each problem and make sure a solution was delivered, whilst the relationship with the customer was not compromised.
- Coordinated teams, ensuring that communication reached the right people at the right time, and that tasks were completed at the right time.
- Cost control, dealing with budgets, quotes and sales.

### **Teaching Assistant, Salesbury Primary School**

*06/2015 - 07/2015*

#### **Responsibilities & Achievements**

- Provided academic support to children with learning challenges, acting as a mentor and support system.
- Engaged in the lesson preparation and evaluation process of tasks, analysing how the end results met our prepared expectations. I was able to look how the lesson went and make improvements for next time.
- Lead independent groups of children in my own activities, interacting with both children and teachers in order to complete the tasks I had set for the groups.
- Innovated learning techniques which could assist the children to learn. For example, using visual and audio aids to assist.

### **Waitress / Barista, Exchange Coffee Company**

*03/2013 - 09/2016*

#### **Responsibilities & Achievements**

- Led a team of Saturday staff, managing their role responsibilities, quality control of what they produced and making sure efficient customer service was delivered.
- Was the initial point of contact for all customer queries and problems. It was my responsibility to ensure a solution was provided and that the customer was satisfied with this.
  - Build rapport with the customers and create a customer experience for each of them.
- Handled money and was left alone with the tills to work out daily profit and manage tips for the staff.

## Qualifications

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### **Clitheroe Royal Grammar School Sixth Form**

*2014 - 2016*

A-Levels:

- English language - B
- Business studies - B
  - Sociology - B

### **Bowland High School**

*2009 - 2014*

GCSEs:

- English language - B
  - Mathematics - B
- English Literature - A
  - Science - B
- Additional science - B
  - Expressive Arts - A\*
  - History - B
  - French - B
- Religious Studies - B