

Jayne Robson

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Professional Profile

I consider myself a driven and highly creative individual looking for a career in a field that will allow me to express myself imaginatively. As a social personality I find I work well in collaborative environments with a friendly team, as well as being able to function impeccably on individual tasks. Creativity is a cornerstone that I thrive on, and I will always take pride in whatever I create.

Skills

- Using creative design and editing tools (Photoshop, Canva, Procreate, Adobe) to create personal and professional works
- Experienced and capable user of Microsoft Word, Powerpoint, and Excel
- Establishing and maintaining professional relationships in and out of my immediate team
- Creating and optimising personal and professional projects with strong analytics and presentation skills
- Passion for creative writing

Career Summary

Office Manager/HR Admin/Personal Assistant - PassMeFast

September 2022 - Present

Key Responsibilities

- Liaison with building management and contractors to maintain general office function.
- Maintaining office cleanliness, health and safety standards, and house rules among all staff
- Organisation and operation of all company events, fundraisers, and engagement activities (e.g. International Women's Day celebrations, Christmas/Summer Parties, Charity events, and annual awareness days)
- Collection, sorting, and distribution of all office mail
- Point of Purchase for all office spends, regularly ensuring that plenty of office supplies, tech equipment, food, cleaning products, and hygiene items were available.
- Management of CEO and 6 Senior Team Leaders diaries, as well as the booking system for 4 meeting rooms and a Boardroom
- Drafting and distributing HR documents such as offer letters, contracts, RTW, etc.
- Management of external visitors, implementing a sign in/sign out system and greetings at the door.
- Creating and implementing several employee wellbeing initiatives across the company.
- Designing and distributing the weekly newsletter, awareness posters, office information pamphlets, and seasonally required information.
- Conducting regular companywide engagement surveys, collecting and analysing data before presenting it back to senior leadership to form annual people strategies.

- Leading collaborative efforts on large office projects such as relocating to a new office space, refurbish of the office space, redesigning the company brand etc.
- Assisting with internal and external recruitment, creating new starter packs, running workshops for potential candidates, leading company inductions.

Customer Support Agent - PassMeFast

July 2022 - September 2022

Key responsibilities

- Assisting current students in the process of achieving their driving license
- Navigation of several systems (Zendesk, Excel, Internal Logging System) while on calls to find solutions to students' queries.
- Able to learn TOS and changes to processes quickly to continue to deliver relevant and accurate information to Students.

Continuous Improvement Content Creator - Teleperformance

May 2021 - July 2022

Key Responsibilities

- Maintaining and updating existing Training Material across several campaigns using Canva, Procreate, and several Adobe systems
- Developing new and exciting material to meet the needs of the clients, agents, and other departments
- Conducting in depth training sessions and upskills for Team Leaders and ACCM's of all levels
- Analysing data using Microsoft Excel to present results to the wider team
- Create, publish and maintain 'TP Arcade' games so training material remains fresh, fun and relevant
- Regular maintenance and continual improvement of simulations in line with updates
- Routinely developing graphics, posters, and animations for company wide distribution
- Developing upcoming projects using analysis and supporting metrics to highlight both strengths and weaknesses in the campaign
- Liaising with Clients, Training Leads and Campaign Leaders to come up with new solutions and methods for streamlining material, gamification, upskills and supporting documents
- Working to deadlines to create materials that match the client's vision

Project Trainer - Teleperformance

January 2021 - May 2021

Key Responsibilities

- Deliver all training modules and material to new member groups of up to 25 people
- Assist all new hires personally through their weeks training to guarantee their success

- Maintain and be responsible for my own schedule, ensuring all content was delivered in given time frames and all group members had sufficient support
- Continually report and analyse the progress of individual members/phone agents to assess their progress and provide insights for Team Leaders, Quality Assurance and Operations Training
- Managing my own skill set by completing and attending upskill modules and classes
- Supporting multiple teams in the advancement of new members/phone agents and developing relationship with outside teams

Customer Support Advisor - Teleperformance

September 2020 - January 2021

Key Responsibilities

- Supporting callers with booking appointments and ensuring a timely delivery of results
- Develop and use personal and social skills to create a trusting relationship between myself and all callers
- Apply effective and deductive questioning skills to best understand the callers needs
- Recognising trends and habits of callers to report on any upcoming issues and identify any patterns of concern
- Manually update records after every call and manage of upkeep of data captcha, keeping in line with all GDPR regulations
- Develop interpersonal relationships with members of other teams to ensure a streamlined process for helping callers
- Attend regular meetings with Team Leaders to reflect on my performance and happily apply any constructive feedback to improve the quality of my service

Additional Experience

Volunteer - Rrramble Review Writer (March 2020 - Present)

As a review Writer for Rrrambleblog.co.uk, I take on several project's a month. My responsibilities include attending events, consuming the media that is assigned to me, and providing an honest reaction. As well as this I create some graphics, creative writing pieces, essays, and artwork for the promotion and maintenance of the social media sites and websites.

Volunteer - Shamwari Game Reserve, South Africa (June 2019 - August 2019)

Volunteered for two weeks on Shamwari Game Reserve in South Africa. During my time there I conducted population surveys, learnt the basics of tracking animals, volunteered in the local communities. As well as this we completed road maintenance, erosion control, and controlled an invasive species. We helped construct an enclosure in a nearby rehabilitation centre.

Intern - Kirkley Hall Zoological Gardens (2017 - 2020)

Completed 150 hours of internship. Roles included the maintenance of varying exotic animals and their enclosures, preparing food and completing feedings, taking health checks regularly. Also included administrative work such as gathering information for stud books and regularly

updating zoo information. I was also responsible for interacting with guests and providing information when necessary.

Volunteer - Blue Reef Aquarium (2017 - 2020)

Completed 100 hours of internship. Roles included the maintenance of the aquarium as well as care of many aquatic animals. Interaction with guests was also a frequent occurrence, providing information and running of small talks to school groups. Handling of animals when appropriate, as well as feeding and food prep.

Manchester First Aid

Trained in Mental Health First Aid - November 2023

Trained in First Aid - December 2022

PDSA

Trained in animal first aid courtesy of a PDSA training course.

ORCA

Trained in surveying of marine animals. Able to go to sea and conduct population surveys.

References Available On Request