

# Laura Alice Jackson

## Professional summary

A self-motivated, enthusiastic and personable individual who is extremely driven with experience in a managerial position. Always has a smile upon her face. A keen desire to learn new skills to implement into working practices. A strong work ethic with high levels of own initiative and common sense. A skillful and dedicated individual with extensive experience in coordination, planning and support of daily operational and administrative functions within highly confidential environments.

## Work history

### Various - Temporary Roles

Lancashire

06/2023 - Current

INX International is my last permanent role. Since March last year when I was made redundant, I have been doing temporary roles mostly through choice. For 6 weeks June 2023 - August 2023 I was a **Personal Assistant to the CEO** at CANW (Child Action North West) temporary. From there I worked as an **Office Admin** at a company in Haslingden temporary for 3 weeks in October. In between these roles I have been working as a **TV Extra** to fill my time. As of 8th January this year I began training at Virgin Atlantic as **Cabin Crew** but unfortunately after 3 weeks I decided that the financial implications of me doing the role would not work well for me at this stage of life. I have been a temporary **Car Service Advisor** at Renault Bolton and Mercedes Blackburn for the past few months. Whilst I have been offered a permanent position within the roles, it is not something that I wish to do permanently. This temporary work is ongoing until I begin a permanent role in my preferred job field. I am in a position where I plan to apply for a mortgage soon in which I would prefer to be in a permanent position for a company which allow me to bring my existing skills and further develop.

### INX International Ltd - PA

Heywood, Manchester

05/2022 - 03/2023

### Reason for Leaving - Redundancy

- Assisting the MD and 5 other Directors with various tasks
- Reported mainly to the UK MD and HR Director

✉️ lauraalicejackson@gmail.com

📞 07919358120

📍 Rossendale, Lancashire BB4

🚗 Full UK Driving Licence

## Skills

- Administrative support
- Project assistance
- Business travel
- In-house staff training
- Office management
- Business administration
- Relationship building
- Event planning
- Confident communicator

## Education

09/2013 - 06/2015

### Bury College

Bury, Borough of Bury

Diploma of Higher Education: Travel & Tourism Extended Diploma Level 3 - Triple Distinction\*

09/2008 - 06/2013

### Haslingden High School

Rossendale

GCSE & BTEC: Various

GCSE:

Maths C

English C

Religious Studies C

Drama C

Art C

BTEC Science D\* (Equivalent to A\* GCSE)

BTEC Media Studies M (Equivalent to B GCSE)

- Assisting Managers with HR related training duties
- Detailed accurate meeting minutes, promptly collating and distributing to managers and directors
- Collaborated with admin teams, human resources and finance department on special projects
- Organise event days - Summer Fun Day / Christmas Party / Team - Building External Events in excess of 200+ attendees
- Scheduling Board of Directors meetings onsite and offsite, assisting with meeting materials, resources and agendas
- Assist MD in customer contract amendments
- Manage BUPA & Costco members/New members
- Manage company cars - new contracts/breakdown/insurance/car hire/penalty charges
- Organise for flowers & hampers on special occasions ie milestone birthdays, maternity leave and leavers etc
- Collate MD's business expenses and send across to the accounts department Chase Steering Team (Directors & Senior Managers) with their scheduled actions from previous meetings
- Update company action trackers Arrange for goods to be exported worldwide on behalf of the MD
- Chase-up on Employee Suggestions / make sure that they have been implemented wherever possible Distribute and record employee rewards
- Managed office inventories, restocking supplies and placing purchase orders to maintain adequate stock levels
- Design and order personalised memorabilia for directors and managers to gift to customers / partners/ employees
- Assist directors with collating numeration data ahead of monthly meetings
- Organise for team to attend external awards evenings including arranging suit hire.
- Coordinated flight, accommodation and travel arrangements, maintaining strict compliance with budgets and schedules.
- Took accurate meeting minutes, collating and promptly distributing to relevant staff for swift action.

#### **C.Caswell Engineering Ltd - Secretary & HR Admin**

Haslingden, Rossendale

09/2021 - 05/2022

#### **Reason for leaving - Company Morals (would be explained at interview)**

- Organising company events Implementing and maintaining procedures/administrative systems
- Organising travel and itineraries for directors, managers and site workers
- Assisting the accounts department i.e creating invoices, processing credit applications and setting up accounts on Sage 300
- Posting/emailing invoices to the supplier
- Assisting the HR department by updating employee records on the internal system, carrying out driving licence checks, also managing and assigning office computing equipment to individuals
- Assisting the Logistics department by creating shipment and delivery notes

- Arranging transport for domestic and export goods Managing the internal transport calendar scheduling goods-in deliveries and scheduling the companies vehicles to deliver to sites as and when required
- Designing and purchasing company lanyards
- Scheduling appointments for the directors as and when required
- Purchasing office/workshop supplies
- Managing 4 email inboxes
- Carrying out receptionist/host duties including answering the telephone and meeting and greeting guests
- Creating orders using Sage 300
- Handling post
- Liaising with HR, accounts and the employee if an employee has received a penalty charge notice i.e parking charges, bus lane tickets, clean air zone charges and speeding tickets.

#### **BCC Citroen - Vehicle Service Advisor & Receptionist**

Bolton

03/2020 - 07/2021

#### **Reason for leaving - Career Development**

- Booking in vehicles for mechanical or cosmetic work using Pinnacle data Scheduling vast amounts of well known company fleet vehicles for their servicing and repair needs
- Creating POA's to contribute towards boosting internal, retail and warranty targets Producing invoices Creating purchase orders
- Completing satisfaction after-sales calls Telephoning customers for service reminders, recalls and MOT's Creating job cards for the technicians
- Answering the telephone and dealing with both staff and customer emails
- Administration duties including filing, scanning and copying
- Handling customer complaints in a professional manner
- Collecting and delivering customer vehicles where necessary
- Booking courtesy cars in and out Clarifying and going through legally binding documents with the customer whilst complying with the DPA
- Suggested add-on services that would be helpful to customers and improve bottom line
- Collaborated with service technicians to order parts for customers.
- Registered customer information on database to maintain accurate records.
- Calculated costs, processed payments and provided receipts.
- Pleasantly greeted customers and asked open-ended questions to better determine needs.

#### **The Trade Centre UK - Service Advisor**

Rochdale, Manchester

10/2019 - 03/2020

- Booking in vehicles for mechanical or cosmetic work using the set company system Responded to customer requests with friendly, knowledgeable service and support

- Creating job cards for the technicians Updating customers on progress reports
- Answering the telephone and dealing with both staff and customer emails
- Checking over VSI's
- Handling customer complaints in a professional manner Booking courtesy cars in and out
- Creating invoice and cheque requests for the accounts department
- Clarifying and going through legally binding documents with the customer whilst complying with the DPA

#### **Perrys Motor Sales Ltd - Car Sales Executive**

Burnley & Bury

01/2018 - 06/2019

- Occasional receptionist duties
- Creating marketing content for the company website and social media pages as well as primarily managing these pages
- Running through funding options with the customer including finance on a HP, PCP or PCH basis
- Liaising with the workshop manager to give ETAs on car deliveries
- Cold calling/ Warm calling Creating appointments and leads using Diary Management
- Selling and advising on regulated FCA products such as GAP, CWP and GuardX
- Meeting and exceeding sales, KPI's and profit targets Arranging legal documentation with customers
- Liaising with the Service Department on progression updates
- Visual Merchandising for the new cars in the showroom including POS placement
- Collecting and delivering vehicles from other dealership sites
- Taking vehicle pictures to publish on the company website.

#### **Orisec Ltd - Security Sales Administrator**

Hasligden, Rossendale

02/2017 - 11/2017

- Processing orders both over the phone and via email
- Meeting and greeting guests
- Personalised Marketing Campaigns for strategical B2B Sales via email
- Experience in using Sage, Orderwise and all other Microsoft Office software
- Creating appointments ready for the RSM's
- Diary Management for each RSM
- Processing Credit Applications
- Creating Dispatch Sheets and Labels
- Liaising with the Graphics Department on personalised Artwork Designs for clients
- General office duties including filing and arranging collections etc
- Conducting Market Research
- Dealing with customer complaints and returns over the phone, email and face to face

- Carrying out courtesy calls to businesses as with them being busy they may forget to order their stock
- Booking in delivery slots
- Setting up the meeting rooms ready for company training days with the customers.

### **Cissy Greens Ltd - Assistant Manager**

Hasligden, Rossendale

02/2012 - 03/2017

- Supervising staff members as well as training new staff
- Maintaining the Social Media page
- Adhering to Health and Safety Regulations
- Rotation of Seasonal Stock
- Liaising with suppliers on pricing
- Stock taking
- Taking orders over the telephone and negotiating on pricing with Business Customers
- Preparing orders ready for dispatch to other local businesses
- Preparing food products for the establishment
- Visual Merchandising - Creating a catchy window display around seasonal events
- Taking orders over the phone and over the counter
- Dealing with the public face to face
- Cake decorating
- General hygiene shop duties.

### **TUI - Travel Agent**

Bury, Manchester

06/2015 - 10/2016

- Going the extra 'smile' for my customers
- Listening carefully to your customers wants and needs out of their holiday
- Dealing with Foreign Exchange in the bureau Legally selling ancillaries such as AXA Travel Insurance and excursion tickets
- Meeting Sales and KPI targets Creating travel bookings following strict procedures
- Administrational duties including printing tickets, allocating seating and filing away booking forms adhering to the DPA at all times as well as the FCA
- Warm calling regular customers to gain appointments
- Diary Management duties were vital to make sure foreign currency was ordered on the correct date, tickets were printed on time and appointments were booked in.

---

### ***Hobbies and interest***

- Trainee Pilot
- Drives to explore the UK