



Professional Profile

Passionate and self-motivated professional with significant experience aiding highly successful business operations. Utilises strong organisational qualities to provide high-level administrative support to executives and senior management figures. Uses strong communication skills to effectively engage with internal teams and key stakeholders. Combines a unique blend of commercial and legal acumen to inform senior decision making. Capable of preparing well-structured and concise reports and documentation, while handling sensitive and personal information with tact and confidentiality. Demonstrates a proven ability to remain calm and composed under high-pressure scenarios.

Key Skills

Operational Support
Business Administration
Legal Acumen
Commercial Awareness

Diary & Schedule Management
Organisation & Prioritisation
Database Management
Report Generation

Cross-functional Collaboration
Leadership & Teamwork
Stakeholder Engagement
Strategic Communication

Relevant Career Experience

Lancashire County Council

Dec 2023 – Feb 2024

Executive Personal Assistant

Key Achievements:

- Established positive and beneficial relationships with a number of fellow PA's and internal Council figures.
- Navigated a range of remote challenges to meet the demanding and ever-changing needs of each Councillor.
- Informed senior decision making by delivering insightful recommendations across weekly PA, COVID-19 strategy, and other Adult Services-related meetings.
- Oversaw the acquisition of critical IT equipment, stationary, and catering services by negotiating with suppliers.

Responsibilities:

- Provided comprehensive operational and administrative support to a Councillor of Adult Services Lancashire.
- Arranged professional calendars and diaries, while prioritising conflicting and demanding schedules.
- Organised meetings for internal and external guests per bespoke requirements and requests.
- Addressed incoming email correspondence and escalated notable enquiries to appropriate personnel.

BAE Systems UK

Oct 2022 – Aug 2023

Executive Personal Assistant

Key Achievements:

- Enabled the seamless launch of numerous business sectors across the Intranet platform by refining and simplifying the entire travel process.
- Facilitated cross-departmental transparency through the effective maintenance of a shared database system.
- Led the successful coordination of small-and-large-scale events encompassing sourcing and booking suitable venues, catering, and entertainment.
- Maintained a high standard of confidentiality and privacy across sensitive reports and classified documentation.

Responsibilities:

- Cooperated with directors and general management figures across four critical business sectors within KSA UK.
- Oversaw travel arrangements to KSA incorporating visa applications, flight, accommodation, and vaccinations.
- Set up and arranged a number of in-person and remote team meetings based on individual schedules.
- Handled a range of ad hoc financial tasks, such as processing expense & insurance claims and payments.

DNATA

Apr 2022 – Oct 2022

Personal Assistant & Correspondence Consultant

Responsibilities:

- Cooperated with major airlines to monitor and amend schedules for long-haul flights.
- Amended flights and accommodation following cancellations, including sending new tickets and information.
- Scheduled and arranged meetings for senior leadership figures, while taking minutes and notes.
- Provided training workshops and sessions to new employees pertaining to internal processes and protocols.

TPA (Temporary Access Solutions) Jun 2009 – Dec 2010

Personal Assistant to Financial and Managing Director

Responsibilities:

- Oversaw the delivery of attentive support and guidance to the Financial Director and Managing Director.
- Booked international hotels and accommodation for senior management following extensive research.
- Managed and booked board meetings, while organising and printing accompanying reports and documentation.
- Handled on-site health & safety procedures for internal employees and external contractors.

RTA, Austin Kemp Solicitors

Jan 2011 – Aug 2014

Paralegal

Responsibilities:

- Managed an extensive monthly caseload, while handling end-to-end litigation processes for personal injury claims relating to road traffic accidents.
- Led the negotiation of high-value settlements between external insurers and claimants.
- Served as a first point of contact for incoming correspondence from both clients and insurance representatives.
- Prepared and distributed a range of well-structured and clear medical evidence and court documentation.

Discovery Health Medical Aid

Feb 1997 – Dec 2003

Personal Assistant to Managing Director

Responsibilities:

- Liaised with the Managing Director to arrange meetings, travel, and accommodation based on distinct needs.
- Oversaw the booking of internal and external functions by arranging catering and venues.
- Produced monthly reports, PowerPoint presentations, and notes for management meetings.
- Handled inventory control, and ordered necessary stationary and equipment for staff members.

Further Career Chronology

Routes Healthcare

Sep 2020 – Apr 2022

Healthcare Assistant

Key Achievements:

- Aided the provision of high-quality care to critically ill patients as aligned with tailored support programmes.
- Highlighted as a caring point of consultation, while upholding utmost respect in the delivery of all duties.
- Liaised with a wide range of medical professionals to administer suitable dosages and timing of medication.
- Updated patients records and reports with full confidentiality, discretion, and sensitivity.

Rianne Beauty Bargains

Apr 2014 – Apr 2017

Self Employed

Key Achievements:

- Established a dedicated client base through the effective trading of beauty products, accessories, and makeup.
- Rectified a range of delivery issues and complications to maintain high standards of customer expectation.
- Ensured all selling activities continually complied with all eBay guidelines and protocols.
- Stayed abreast of latest beauty trends and developments by conducting frequent research and evaluation.

Etihad Airways

Jan 2004 – Sep 2008

Flight Attendant

Key Achievements:

- Entrusted to oversee both first and business class operations as a Senior Flight Attendant.
- Enhanced customer service standards and in-flight fine dining by acting upon wide-scale areas of improvement.
- Fostered a smooth customer experience by promoting maximum passenger comfort, safety, and security.
- Monitored and ensured full compliance to internal and external rules, regulations, and guidelines.

Education, Qualifications and Training

BTEC HNC: Business | Doncaster College | 2020

GCSE: English | Doncaster College | 2017

Diploma: Level 2 Mathematics & Science | Doncaster College | 2017

Diploma: Business | South Africa Business College | 1998

Diploma: Business and Economics | Germiston Technical College | 1997

References are available upon request
