

LUCY OLIVIA BERESFORD-PEIRSE

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PERSONAL PROFILE:

I am a diligent, hard-working, and extremely enthusiastic professional and my work experience to date has allowed me to develop many practical and transferable skills together with expanding my knowledge base. Through my previous work experience, alongside my extracurricular interests and roles of responsibility, I can demonstrate that I am a motivated individual that faces challenges with determination and a willingness to succeed.

EDUCATION AND QUALIFICATIONS:

University of Bradford 2018 – 2022 BSc (Hons) Clinical Sciences

Obtained: First Class Honours – 73.68%

Awarded highest overall grade in BSc Clinical Sciences.

Modules studied include:

Clinical and Analytical Biochemistry – 83%.

Research Project – 73%.

Introduction to Accounting – 85%.

Pathology – 76%.

My dissertation was focussed on “Best Teaching Practices in Anatomical Education”.

Queen Elizabeth's Grammar School, Blackburn 2011 – 2018

A Levels: Mathematics, Biology, Chemistry and Music.

GCSEs: 13 subjects including Maths, English, Latin, Biology, Chemistry and Physics.

I held the position of Head Girl for the school whilst in 6th Form.

Introduction to Forensic Science – Nanyang Technological University in Singapore (Coursera - Online) – 92%.

York Academy of Speech and Dramatic Art – The Speaking of Verse and Prose and Bible Reading – multiple awards.

I have a full UK Driving License with no endorsements.

EMPLOYMENT HISTORY

Health and Fitness Education, Chorley – March 2024 – Present

Health and Fitness Writer

- Wrote technically accurate, engaging, and authoritative long-form content for a healthcare role qualification manual [details confidential] in line with the Personalised Care Institute and CIMSMA specifications.
- Edited, adapted, and re-worked existing content to improve the accuracy, tone, and strength of the content.
- Allowed me to develop my written and oral communication skills and grammatical skills whilst writing technical healthcare content.

Morula Health, Altrincham – March 2023 – January 2024 (left due to redundancy following a company restructure)

Project Manager (Internal Promotion)

- Managed multiple medical writing projects for a vast array of deliverables and managed all moving parts for over 10 simultaneous projects with teams of Medical Writers to ensure smooth business operations.
- Oversaw and managed the day to day running of internal business operations including processes for project finances (including invoicing and payment management), operational improvement tasks (including CAPA and feedback loops), Medical Writer recruitment and retention (including record management and data entry) and marketing (including social media and website improvement/development).
- Liaised with and managed a large team of global Medical Writers to manage customer and client expectations and be the main point of contact for them both via email and over telephone/video conferencing. This greatly improved my customer service skills and communication.

Morula Health, Altrincham – March 2022 – March 2023

Project Coordinator

- Assisted with and coordinated the smooth running of medical writing business operations including invoicing, diary management, scheduling of events and meetings, upholding records and files, and preparing project reports.
- Required me to be highly organised, have attention to detail and be proactive to ensure effective client management and foresee obstacles that may impact project timelines.
- Handled client communication both via email and over telephone/video conferencing.

University of Bradford, Bradford – September 2020 – February 2022

Student Representative and Student Ambassador

- Helped with Applicant Experience Days and took part in interviewing prospective applicants for medical related science courses which allowed me to enhance my communication skills and my computer technology skills due to the interviews being online.

LSL Property Services plc – July – August 2021

Administration Assistant to the Relationship Management Team

- Temporary contract to assist with administration for a newly formed department working alongside the Relationship Director and his team.
- I distributed contracts electronically over DocuSign, checked completions, identification, supporting business documentation and liaised with the Licensing Department.
- Handled queries via email and telephone.
- The work required me to be detailed and accurate in my work, be confident to present daily meeting updates to the team, communicate with external third-party businesses and managed queries carefully and with understanding.

KEY SKILLS

Communication:

- As a Health and Fitness Writer, I have improved my written communication skills by writing technically accurate, engaging, and authoritative content.
- My role as Project Manager required me to lead calls with clients in large companies. These were usually key decision makers, and I was required to lead calls in a professional manner and communicate with the client to ensure an effective call and ultimately an efficient project.

Business Administration:

- I managed the day-to-day business operations of a Medical Writing company including preparing and sending invoices to clients, diary management, scheduling calls and events in multiple calendars, data entry, weekly and daily reporting to clients.
- Through my work as an Administration Assistant, I handled multiple queries via email and telephone which not only increased my business administration skills but also my client communication and customer service skills.

Team Working:

- As a Project Manager, I managed a team of Medical Writers and ensured they were keeping to timelines and budgets, and providing excellent customer service in their calls with clients. I also learned the importance of team morale, delegating tasks, compromising, resolving conflicts, and respect.
- Playing in an orchestra from a very young age has not only taught me how to manage my time effectively and schedule concerts around my school life, but also how to respect other people around me and their role in the group.

High Accuracy:

- My work as a Project Manager required high attention to detail and accuracy, especially when handling finances. Through my work writing and sending out invoices to clients, I maintained high accuracy to ensure the amounts total and the client is invoiced the correct amount.
- As a Project Coordinator writing reports and entering project data, I was required to both have a good typing speed along with high accuracy to ensure the reports were delivered in a timely manner with the correct inputted project information.

POSITIONS OF RESPONSIBILITY AND INTERESTS

- Head Girl of Sixth Form and Secondary School at Queen Elizabeth's Grammar School. Following a rigorous interview process, I was awarded the position and lead a team of over 50 prefects in many different duties to help maintain a smooth day-to-day running of the school pastorally – I also continued to improve my oral communication skills by reading yearly reviews in Prize Giving ceremonies and when greeting celebrities and well-known professionals into our school for tours and events.
- Qualified Assistant Tennis Coach and Referee. This has taught me about fairness and equality as disputes can occur during matches. Parents of the children can often be confrontational, and this requires me to be calm and level-headed.
- Volunteering in Uganda, which involved fundraising £1000 through various events. We distributed aid, assisted in lessons, repaired and painted a new dormitory for the orphans of the school and spent quality time with the children.
- Enjoy spending time taking my dog, Archie, for walks and playing with my rescue cat, Flo.
- Musician - playing trombone to grade 7 standard, piano, guitar, violin and ukulele. A member of Lancashire Youth Jazz Orchestra (4 years) preceded by being a member of Lancashire Schools Jazz Orchestra (8 years).
- Enjoy watching and supporting my local ice hockey team and being Team Manager for the Women's Blackburn Hawks Ice Hockey Team.
- Currently writing a book and enjoy reading for leisure.

REFEREES

Name and address of referee is available upon request.