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Charlee-Rose Greenwood

Currently seeking an exciting new challenge to further develop my career, my motivated attitude will be a great asset to any employer. Highly personable and well presented, my enthusiastic viewpoint will not go unnoticed within a working environment. Always working to my full capacity, I enjoy taking on difficult tasks whether I work independently or within a team, making a balanced decision showing an understanding of benefitting both myself and the business in both short and long term.



I strive myself on continuous improvement, always aiming for the highest quality standards throughout my work. Excellent communication skills allow me to go above and beyond for colleagues and clientele. A fast learner who adapts well to fast paced, multi-tasking environments with a passionate attitude towards meeting competitive deadlines. Embracing change, there is no challenge that will compromise my ability to excel targets.

KEY SKILLS:

- Excellent organisational and administrative skills
- Relationship and team building skills
- Excellent communication skills both written & verbal
- Ability to work well under pressure and meet deadlines
- Confident team player able to take on leadership role
- Highest level of confidentiality, integrity, professionalism
- Strong IT skills including Word, Excel and Powerpoint skills
- A proactive and flexible approach to work

EMPLOYMENT EXPERIENCE:

SmartSearch – Business Support Manager – September 2020 – Present

In this role as a Business Support Manager, it is my responsibility to ensure that my team are working to the best of their ability in all areas of their role, work closely with higher management and directors, and implementing changes when necessary. With hard work and dedication, I was promoted from Assistant, to Manager. Please see my responsibilities below:

- Conducted weekly team meetings and 1:1s to review team members current and future workload, and to discuss internal progression and team development
- Produced complex and confidential contracts to both new business and existing clients
- Organised and took the lead on mid-month/end of the month reconciliation with the accounts team
- Provided support with project planning, coordination, and implementation
- Attended meetings and took comprehensive notes, minutes, and supported effective decision-making and follow-up actions
- Receives, screens and directs incoming calls/visitors, mail and email as required
- Arranged business travel, within the UK and international
- Diary management of directors
- Managed team performance and providing guidance to ensure team goals and objectives are met.
- Dealt with and overseeing general reception duties and office management, first point of contact with guests and visitors
- Invoice creation/administration
- Anticipated the needs of the executive team and initiate action to address them
- Proactively managed complex diaries for directors and senior management

Damart – Customer Service Assistant – April 2020 – September 2020 (Temporary Role due to COVID)

In this role as a Customer Service Assistant, I spoke to customers and took orders over the phone, I liaised with different departments and processed orders, including handling sensitive data. Please see my responsibilities below:

- Took inbound and outbound calls from customers
- Dealing with any customer enquiries, including complaints
- Processed orders onto a system
- Upselling and offering additional products
- Took payments over the phone via a secure line

Eversheds Sunderland, Leeds — Recruitment coordinator – January 2020 – April 2020 (Temporary Role due to COVID)

In this role as a Recruitment Coordinator, I worked within the HR team, booking interviews and speaking to candidates to screen them to distinguish whether they were suitable for legal roles. Please see my responsibilities below:

- Worked within the HR team to arrange interviews
- Carried out candidate screening, book interviews and confidential meetings
- Worked efficiently on a variety of large databases and spreadsheets
- Dealt with a vast range of enquiries – both telephone, email, face to face
- Maintained close working relationships with candidates and recruitment agencies to ensure a high standard of accurate work
- Organised online tests for candidates
- Having the responsibility of payments and wages for temporary staff

Simply Better Events, Variety of locations — Project Assistant - July 2017 – January 2020 (Graduate Role after University)

In this role as a project assistant, I helped work alongside the project managers with the events from start to finish on a variety of different tasks. This was a role that I started whilst I was at University in my third year, and this continued to a graduate job once I had graduated. Please see my responsibilities below:

- Worked both on-site and off-site at a variety of UK Corporate events
- Attended supplier and client meetings, site visits and taking on the responsibility of organising my own event for a client
- Ensured the events were successful from start to finish
- Be responsible for devising and implementing a varied mix of both in-person and virtual events.
- Assisted all logistical support needed for a smooth-running event, including liaising with hosts, venues, sponsors, exhibitors and delegates
- Took ownership over all promotional activity relating to the events, including managing the organisation's events calendar, newsletters and social media channels
- Dealt with all costs relating to the events on a budget sheet

VOLUNTEERED WORK EXPERIENCE:

- SmartSearch Mentor Scheme 2021/2022/2023
- The MOBO Awards 2015
- The Yorkshire residential property awards 2015
- Fast track to fashion awards 2015
- Snowbombing festival, Austria, April 2016/2017/2018/2019
- Il Divo, First direct arena, May 2016
- Parklife Manchester, June 2016/2017
- Underwent management training facilitated by True North Development

ACADEMIC QUALIFICATIONS/ACHIEVEMENTS:

- Leeds Beckett University, Leeds - Events Management
Years of study, 2015 - 2019
2nd Class Degree in 'Events Management Bachelor or Arts with Hons'
- South Craven School, Sutton in Craven - A Levels,
Years of study, 2013 - 2015
Btec sports science - D*
Btec business studies - D*
Btec graphics – Merit