

# Shelby Wilson

H R A s s i s t a n t



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Bacup, Lancashire



LinkedIn – Shelby Wilson

## S K I L L S

**O Communication** - An excellent communicator at all levels, with the ability to build and maintain successful relationships with both internal and external stakeholders.

**O Time Management** – An excellent ability to manage time and competing workloads. Most recently handling the redundancy and redeployment of a business location.

**O Problem Solving** - The ability to work in a demanding environment where no two days are the same, with the possibility of issues arising daily. This skill was further developed due to the adaptation of working throughout the pandemic.

**O Customer Service** - A wealth of previous experience working for Jet 2 as a Customer Helper, alongside further experience working as a Court Clerk for the Ministry of Justice. Both roles have allowed me to develop a wide skill set within customer service as different customers or stakeholders may require various levels of care and attention. During undertaking these roles, I have further developed the ability of professionalism, patience, and putting customers first.

**O Organizational Skills** - Exceptional organizational skills such as diary management, and planning and preparation to ensure any future problems that may arise can be dealt with quickly and efficiently.

**O Management/Leadership** - Communicating with the team to ensure everyone has the support they require to complete their roles to a high standard. Collaboration and relationship building with other departments to ensure a high level of customer experience and any potential for improvements can be identified and implemented.

An enthusiastic and highly driven individual with experience in an Executive Assistant role.

Strong skillset in time management, problem solving and communication skills to help increase levels of customer satisfaction and streamline processes and procedures.

Looking for a new opportunity to utilize my skills within a forward thinking and driven business environment that is able to offer development and growth, whilst helping to deliver the most successful outcomes for the business.

## E X P E R I E N C E

### HR Assistant

*dnata Travel UK / Leyland / May 2023 – Present*

Processing employee documentation, implementing, upholding, and adhering to company policies and procedures, general administrative duties and being on hand to assist employees with any HR related questions or concerns. Using systems including Cascade, Oracle, eArcu, Teams and Outlook daily.

- Supporting the organisation to help create a diverse range of events for employees to celebrate, which includes being responsible for the birthday collections for the team.
- Multitasking – able to manage multiple tasks to a high standard and prioritize them effectively.
- Additional responsibilities – Spreadsheet and report building, processing purchase orders, notetaking and reviewing and re writing company policies. Also assisting with Reception duties at the office and supporting the CFO with diary management and room bookings.
- Emotional intelligence and active listening – Having emotionally challenging conversations and being involved in pressurised situations. These include assisting with redundancies, disciplinary hearings, and dismissals to name a few. Quite a lot of these processes require me to note take during meetings on a regular basis.
- Wellbeing – Having conversations with staff over a wide range of topics.
- Learning & Development – Experience in helping with the learning and development part of the business.
- Supporting the employee life cycle with the administration of contracts, reference and right to work checks.
- Taking responsibility for organising the induction process, providing a seamless new team member experience.
- Managing the administration of the Company's benefit schemes, including the wellbeing programme, healthcare and company car scheme.

### Executive Assistant

*Collectiv / Stockport / October 2022 – March 2023*

Supporting members of the senior team in an intense startup business, acting as an effective gatekeeper and business partner. The eyes and ears on the ground, being able to multitask and prioritize ever-changing demands in a fast-paced, scale-up environment whilst proactively identifying ways to enhance and streamline tasks to maximize efficiency.

## EDUCATION

BTEC Extended Diploma in Hospitality,  
Events, Travel & Tourism (Grade 3 x A\*)

*Burnley College 2015-2017*

GCSE'S (Grade 11 x A\* - C) Including  
Maths and English

*Whitworth Community High School*

2010 - 2015

- Planning and taking responsibility - arranging the whole team's travel to New York. Arranging all flights, insurance, visas, and accommodation. Organizing team events and activities including the works Christmas party and monthly social events. Taking on the role as Head of Blogs for the business, through researching content ideas, delegating tasks to team members, and meeting the deadline of three blogs per week.
- Adaptable, flexible, and resilient - Taking on tasks which expanded further than the job role and original job description in order to help out the departments which needed help. This includes taking on Pinterest Ads, customer interviews, and assisting with growth experiments. Also having staff members based all around the world meant arranging things to suit everyone in the different time zones.

## Court Clerk/Manager

*Ministry of Justice / Manchester / March 2020 – October 2022*

Assisting Judges with court hearings. Helped to create and develop the job role, which was then implemented in courts nationally. Part of the job included collating contact details for court hearings, general administrative court work, assisting judges with setting up court hearings, and being on hand with anything a judge may request or require. Communicating with judges, prisoners, and the public on a daily basis through email telephone, and face-to-face.

- Adaptability – taking on new roles and responsibilities as the job role continuously improved and developed. Tasked with training up new colleagues as well as assisting with a full-time judge. Personally selected to take on extra leadership responsibilities including room leader and team manager when required.
- Time management and problem-solving – effectively managed time and prioritized tasks, for example setting up the day's hearings before doing administrative tasks and planning the day in terms of how much time each task may take. Also, every day is different, and anything can happen. For example, if a party does not attend the court hearing, sufficient attempts have to be made to understand why, or if someone drops out of a remote Teams hearing I had to work to get them re-connected as soon as possible.

## Passenger Service Agent

*Jet2 / Manchester Airport / March 2019 – November 2019 (Fixed Term)*

Delivering customer service to all Jet2 customers and being a first point of contact for any passengers requiring assistance. Duties included guiding passengers to the correct check in desks, verifying travel documents, checking passengers in, boarding flights, and conducting seat checks on the aircraft. Ensuring health and safety standards were met at all times and maintaining an exceptional quality of customer care at all times.

- Communication – Communicating with customers throughout every point in their journey, from entering the airport to boarding the plane. For example, ensuring customers were aware of restricted items that were prohibited on-board the aircraft at check-in, in order to maximize customer safety. Also, last-minute seat changes had to be made sometimes, which meant explaining the change to the customer and providing them with the latest information, making sure they were satisfied with the change.
- Responsibility – I was responsible for ensuring all passengers boarded a flight in the time given. On one occasion, the boarding pass scanner broke which meant manually cross-checking each boarding pass with the corresponding passenger to ensure no one got on the wrong flight and there were no breaches of security. I was also responsible for ensuring passengers had the correct documentation for their destination of travel, which sometimes meant informing passengers they were unable to fly.

REFERENCES ARE AVAILABLE UPON REQUEST