

# Holly Lund

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## ***Professional Summary***

Highly organised and detail-oriented Project Manager with a proven track record in managing administrative functions, coordinating complex schedules, and facilitating communication between directors and wider stakeholders. I have implemented transformative process improvements within business environments. I have delivered strategic initiatives on time and within budget, leading to increased efficiency, cost savings and enhanced operational performance. I pay close attention to detail applying strong analytical and critical thinking skills to solve complex problems. Looks for opportunities to improve processes, procedures and practices. Strong foundation in project planning and leadership, my ability to multitask and communicate effectively and build strong working relationships with internal and external stakeholders has been influential in aligning teams.

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## ***Experience***

### **Special Project Lead**

Chamber Business Training | East Lancashire Chamber of Commerce | Accrington, Lancashire | February 2024 – Present

- Oversaw the development and delivery of training programmes, focusing on professional development and compliance.
- Lead the design and implementation of projects impacting businesses throughout East Lancashire.
- Identified and pursued new market opportunities.
- Conducted market research and competitive analysis to inform business strategies and identify growth opportunities.
- Analysed sales and performance data to measure the effectiveness of business development.
- Developed and managed relationships with key stakeholders ensuring all deliverables are achieved.
- Proactively manage emerging project risks and opportunities.
- Proficient use of Microsoft Office applications.
- Obtained, created and managed appointments with external stakeholders.

## **Project Manager/Executive Assistant**

Equestrian Surfaces LTD | Burnley, Lancashire | January 2017 – February 2024

- Responsible for managing complex projects and key accounts, working with a range of different service areas to meet challenging deadlines.
- Reviewed performance against targets, appropriately identifying and managing risks and opportunities.
- Managed client expectations with professional, considered approach to projects.
- Manage the daily schedules of both directors, ensuring all appointments, meetings and travel arrangements are efficiently coordinated
- Applied successful project management techniques to enable project delivery within budgetary and time constraints.
- Reported project status and financial updates to Project Sponsor and key stakeholders and collected feedback.
- Built collaborative working relationships with internal project teams and external contractors.
- Supported the senior management team with daily administrative tasks, including calendar management, correspondence and document preparation
- Organised, and prepared materials for meetings including agendas, minutes, presentations and follow up actions.
- Handled confidential information with discretion, maintaining a high level of trust and confidentiality at all times.
- Proactively found ways to reduce timelines.
- Served as the primary point of contact for internal and external communications, ensuring timely and accurate responses.
- Answered calls promptly resolving or escalating issues to maintain client satisfaction.
- Coordinate domestic and international travel arrangements, including flight bookings and hotel reservations.
- Served as key corporate representative, liaising with various internal and external stakeholders in support of operational excellence.

## **Receptionist/Beauty Therapist**

The Woodland Spa | Burnley, Lancashire | May 2014 - December 2016

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Managed bookings using to schedule, cancel and re-arrange appointments.
- Received payments for spa days and treatments and updated balances in the computer system.
- Upsold products with detailed knowledge
- Maintained thorough knowledge of treatment procedures and products to offer customers expert service.
- Input bookings into computer system at reception.
- Attended training to deliver range of professional treatments offered by salon.

## Groom

Crow Wood Equestrian | Burnley, Lancashire | June 2009 - May 2014

- Performed thorough inspections on horses on daily basis to identify signs of ill health, ailments and injuries.
  - Monitored feed stock supply, promptly reordering low-stock items to avoid feeding routine disruptions.
  - Mucked out stables, yards and fields on daily basis.
  - Led horses to and from stables and fields, employing attention to detail to minimise potential injuries.
  - Provided dedicated care to 34 horses, maintaining the highest standards of health and wellbeing.
  - Coordinated and maintained daily feeding, watering and adhering to strict dietary requirements.
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## Core Strengths

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|-------------------------------------|------------------------------------|
| • Executive Support                 | • Financial and cash flow analyses |
| • Calendar Management               | • Resource planning and allocation |
| • Problem Solving                   | • Document Preparation             |
| • Clear and effective communication | • Time Management                  |
| • Travel Coordination               | • Relationship building            |
| • Time Management                   | • Office Administration            |
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## Education

### Associate Project Manager Level 4 / APM: Project Management

Burnley College | Burnley, LAN | July 2024

### Level 3 Team Leader/Supervisor: Leadership and management

Burnley College | Burnley | October 2021

### Risk Assessment Training

Training 365 | Burnley | January 2021

### Highfield Level 3 Award in Emergency First Aid at Work:

Training 365 | Burnley | November 2020

### HABC Level 2 Certificate in Customer Service

Accrington and Rossendale College | March 2015

**Higher National Diploma:** Equine Management

Myerscough College | Preston, LAN | June 2009

**NVQ Level 3:** Beauty Therapy

Blackburn College ... | Blackburn, ABD | May 2006

**GCSEs**

Walton High School | Nelson | June 2004

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**References available upon request.**