
Professional Profile

With over 25 years' experience gained in a variety of office settings within different industries I am methodical, proactive, flexible and adaptable, with valuable core skills which can be applied in a wide range of environments:

- I am a naturally warm person, able to communicate well at a diverse level and equally comfortable dealing with members of the public and contractors or suppliers, as with colleagues, senior staff and VIP clients.
- Technologically minded, I'm quick to master new devices such as AV, IT, Communications and general office equipment.
- Arrangements for (and attendance at) meetings, conferences and events, in-house and offsite, U.K. and overseas, with strong hospitality experience.
- Fundamental tasks are second nature: diary management; minute taking; screening calls and e-mails; letter writing and postal administration; expenses; invoicing; petty cash; HR processes and records.
- Significant experience of extensive travel arrangements and the complexities of necessity versus budget. Experience of travel visa and passport renewal requirements.
- I maintain the utmost discretion and maturity when dealing with all aspects of confidentiality.

Professional Skills

- Experienced Copy and Audio Typist, approx. 55wpm
- Advanced user of all MS Windows Operating Systems
- Advanced user of MS Office - Outlook, Word, Excel, PowerPoint
- Experience of Content Management Systems and web building
- Experience of DMS and CRM applications
- Proficient Internet & E-mail User

Personal Information

- Age - 47 years young
- Nationality - English
- Residing Area - Andover (and proud!)
- Marital Status - Separated, three children
- Health - Excellent (touch wood!), non-smoker
- Driving - Experienced owner driver with full, clean licence

Present Employment

Trading since 2015 as Easy Peasy Admin, providing freelance PA and administrative support services to local small businesses and sole traders in the Andover area of North West Hampshire.

Professional Experience (chronologically)

2 years at the Royal College of General Practitioners Wessex Faculty, Andover - professional membership body for GPs in UK primary health care.

Role: **Education and Events Administrator**, managing a wide range of high quality courses and events supporting members' continuing professional development.

Key Achievements: Actively monitored enquiries and bookings, consistently reducing cancellations and ensuring maximum delegate numbers. Maintained prompt and accurate SAGE accounts processing and managed the complex refunds process to ensure members received best value. Utilised delegate feedback to evaluate training needs, changing the content/format of education events when necessary. Developed positive relationships with associated healthcare organisations, stakeholders and pharmaceutical representatives, securing continued support for the education team. Implemented a number of cost saving initiatives by maximising electronic resources available.

1 year with Asda Stores Limited, Andover branch - supermarket retailer and part of the Walmart corporation.

Role: **Checkout Assistant**, supporting and promoting the company mission, purpose and values.

Key Achievements Delivered an exceptional cashier service through excellent customer servicing, sales and transactional processing whilst maintaining accuracy and working efficiently under pressure. Quickly progressed to cover self-scan tills and tobacco kiosk.

3 years at Aspire Defence Limited, Tidworth - SPV delivering an £8bn PFI project for the army garrisons across Salisbury Plain and Aldershot.

Role: **Directors' P.A.**, supporting the Chief Executive plus Finance and Operations Directors.

Key Achievements: Provided exemplary c-level PA services. Supported all activities for the ADL Board including compiling Board papers and taking minutes. Restructured the process and managed a significant number of visits to the Project by senior personnel, shareholders and MoD stakeholders. Streamlined admin projects including the transfer of Management System content to a new intranet site. Established a Grey Fleet policy; creating and implementing new procedures.

Over 2 years as a self-employed **Event Manager**, undertaking freelance event work providing services for a number of events, including:

- Volvo PGA Championship professional golf tournament
- Loch Lomond International professional golf tournament
- Boeing VIP Hospitality Chalet at Farnborough Intl. Airshow
- Helipad operations at Helitech International expo.
- Premier Golf, Industry show in Marbella

Professional Experience (continued)

Over 4 years with Marketing Activity Ltd, Marlow, Buckinghamshire - International Sports Sponsorship & Marketing agency.

Role(s): Joined as **Event Manager**, promoted to **P.A./Office Manager** after two years.

Key Achievements: Co-ordinated the hospitality, ticketing and display elements for the title sponsors at the Volvo PGA Championship and the Loch Lomond International for four consecutive years. Provided a PA service for the two Managing Partners and incorporated all aspects of Office Management, including Health and Safety, IT Services and Personnel support. Project managed the office closure and transfer due to the sale of the business to a London based agency.

1 year with COTY UK Limited, London SW19.

P.A. to Marketing Director and Co-ordinator for five Brand Managers, within a busy Fragrance Marketing department of a multinational cosmetics and fragrance company.

1 year at Amersham Travel Management, Maidenhead, Berkshire.

Co-ordinator and P.A. for a Sales and Account Management team of four, at a busy corporate travel agency providing pioneering travel solutions within an emerging industry.

Just over 1 year at Thomas Cook Group Travel Management, London Heathrow.

P.A. to the Director of Key Accounts and UK Co-ordinator for eleven Regional Key Account Managers with a combined portfolio of over £10m.

3 years with FIRN Limited, Aylesbury, Buckinghamshire.

Joined as **Receptionist/Secretary**, promoted to **Managing Director's P.A.** after 18 months, for a Project Management, Architect and Interior Design agency in the private healthcare sector.

Key Temporary Placements

Army Air Corps. **Personal Secretary to the Director of Army Aviation**, Middle Wallop. Provided office support to the Brigadier and COS Army Aviation, including project work to relocate the directorate to JHC Wilton.

Best Events Limited Seasonal Contract as **Event Executive** for a corporate events company.

Imperial Tobacco **P.A. to Global Brand Director**, Central Marketing.
P.A. to International Marketing Director, EMEA.

MMo2 plc (O2) **P.A. to Head of Group IS**, O2 Centre.

Reckitt Benckiser **P.A. to Senior VP Global Research & Development.**
P.A. to Senior VP Global Market Research.
P.A. to Director Global Category Development.

Personal and professional references are available upon request.