An ambitious and driven individual, with a recognised ability to give exceptional tailor-made customer service. Passionate about ensuring client satisfaction and providing superior service, demonstrated by impressive organisational skills. Thrives off meeting targets and exceeding expectations; setting goals to encourage personal development and broaden knowledge in areas of interest.

**Employment History**

***QIC Sydney May 2017 (ongoing)***

Receptionist/Business Assistant

***St John's School, Leatherhead January – March 2017***

Events Manager

**Organised events from the initial idea to management on the day.**

* Examples include a talk by Levison Wood open to the public, charity coffee mornings, and marketing events to encourage new parents to visit St John's.

**Dealt with lettings and hire of facilities at the school.**

* Organised internal and external venue hire for recurring and new events. This involved managing various different teams within the school such as the site, catering and cleaning teams to ensure the smooth running of the diary and events themselves.
* Examples include taking enquiries regarding weddings and booking in various venues having liaised with the Headmaster, management and others to ensure top service is provided. This is to ensure hire and events do not affect the running of a school day and summer schools.
* Had complete control of the events budget and used this to ensure the required number and quality of events at the school was reached.

***Hanson Search Recruitment October – December 2016***

Researcher

**Received intensive training in recruiting and sales methods.**

***St John’s School, Leatherhead June 2014 – April 2015 (part-time)***

***June 2015 – October 2016 (full-time)***

Alumni Events and Development Officer

**Alumni relations and fundraising.**

* Key role to initiate, develop and maintain relationships with alumni, current parents, staff and friends of the school by:
* Use of email, phone and face-to-face meetings for affinity, fundraising purposes and general customer queries.
* Running the alumni committee and taking minutes, as well as overseeing the running of and budgeting for alumni societies.
* Partake in fundraising for the school by:
* Helping to run our biannual telethons from organizing the data through to writing post-call letters and analysing results.
* Taking part in the annual donate deposit, previously securing the most donations.
* Arranging and attending one-on-one meetings resulting in further donations.
* Setting up the ‘Hong Kong Scholarship Fund’: A bursary for underprivileged children funded by alumni residing in Hong Kong.

**Planning, managing and developing new initiatives for events.**

* Organised and managed annual alumni reunions, including budgets for: dinners for over 100 people, historical reunion for over 250 people, overseas reunions such as hosting in Hong Kong.
* Organised various professional networking events with keynote speakers including legal (at the Shard), financial and London professionals (at Clifford Chance).
* Introduced and ran important fundraising events and initiatives including silent auctions.
* Was involved in the organisation of various alumni and community celebrations including weddings at the school.

**Working on databases, creating brochures, writing publications and marketing-based tasks.**

* Learnt quickly to work on the Raiser’s Edge and iSams databases – editing records, running complicated queries and searches, and creating event records.
* Used Microsoft Office, with particular focus on letter writing, bulk mailings, creating invitations, and working on Excel.
* Diary management to enable event planning and attendance – various individuals, departments and the school calendar must be communicated with effectively.
* Designed brochures for fundraising campaigns and to market events at the school.
* Wrote a monthly E-newsletter sent to all records on the database (over 7000).
* Collated news from alumni, ran interviews, wrote articles, and oversaw the design and editing for the annual magazine.
* Everyday administrative work included mentoring office assistants and summer interns.

***“Rhubarb” – London July 2008 – 2015 (part-time)***

Head Waitress & Event Assistant

**Waitressing, bar work and assisting chefs before and during events.**

* Progressed to head waitress position; responsibility increased to leading a team. Key skill gained in managing others in high-pressured events leading to assisting in the event itself.
* Learned to keep calm and stay professional in fast-paced atmosphere through managing a team and ensuring top-class service.

**Worked at various high-class events and venues.**

* Exhibitions, concerts and charity events including at the Saatchi Gallery, Natural History Museum, Hampton Court Palace, and prestigious Rhubarb-run restaurants.
* Weddings at Surrey and London–based venues.

***Other work with events companies July 2010 – March 2015 (part-time)***

Head Waitress

* Progression to work in care homes, cafes, hotels and further experience in restaurants.
* Improved efficiency due to high demand at festivals, races and university balls.

***Maple News September 2007 – February 2011 (part-time)***

Customer Service Assistant

* Face-to-face customer service included handling customer enquiries, complaints and requests.

**Work Experience**

**Insurance Brokerage – Central London *June 2012***

* Key role was to input data. Significantly improved efficiency, whilst maintaining precision; a beneficial characteristic in all aspects of work.

**Barlow Robbins Solicitors – Guildford *March 2007***

* Trusted to deliver highly important case papers from the office to court, encouraging use of resourcefulness; increased confidence in taking the lead in critical situations.
* Took the initiative to experience different departments, as well as the finance and marketing departments; learning about all aspects in running a business and busy office.

**Education**

Attended the University of the West of England gaining a BA (Hons) Politics degree.

A-level: Psychology; History; Politics; Chemistry AS

13 GCSEs: 8 As and 5 Bs

Currently completing a luxury wedding planning professional course.

**Interests**

I enjoy organising social events and trying new food and drink both through my own cooking and eating out. This is especially true when travelling; a passion of mine. I have reached advanced levels in both dance and music, including Grade 8 Oboe and gained a Music Scholarship to 6th Form school.