

Full Name

Location | email address | 01234 567890

EDUCATION

Solent University, Southampton

Sep '15

BSc (Hons) Business Information Technology

KEY SKILLS

- Exceptional customer service
- Managing collaborative relationships (internally & externally)
- CRM Management
- GDPR compliance
- Verbal and written communication
- B2B sales
- Complex Problem solving
- Diary Management
- Emotional Intelligence
- Stakeholder Engagement
- Time management
- Adaptability
- Complaints Handling

PROFESSIONAL QUALIFICATIONS

Source Group (Leaders in Data Validation)

CPD accredited Advanced RTT (18 weeks)

May '18

WORK EXPERIENCE

Maternity Directorate, St. Thomas' Hospital, NHS

Jan '19 - Present

Patient Operations Coordinator

- Working within a multi-disciplinary team in developing the service in line with departmental plans and Trust corporate objectives.
- Managing data validation actions of patient information on our IT systems and ensuring data is GDPR compliant and up to date.
- Ensuring the safeguarding of both emergency and non-emergency patients is prioritised through provision of efficient service and security.
- Providing and managing the learning and development of new starters, including systems training, occasionally supporting onboarding.
- Maintained the smooth running of the department, working within a multidisciplinary team to provide a comprehensive and quality clerical service, whilst maintaining a high quality of support to the department

Café Deli Wholesale

Sep '15 – May '18

Client Relationship Manager

- Cultivated profit-building business relationships with 30+ clients.
- Handling 50+ calls a day, duties including retrieving customer data, signing up new customers
- Managed the data validation of client accounts including purchase orders, invoices, receipts and client contact information in line with data protection.
- Assured the timely payment of products upon receipt.
- Led on digital marketing including designing of advertisements for the business and promotions responsible for over a 1/3 of the increased new business relationships.
- Led on the introduction of an efficient conflict resolution strategy, cutting resolution lead time by 58%.

Lambeth Cooperative (Lambeth Council)

Work Experience Coordinator & Youth Cooperative Liaison

- Conducted 1:1 readiness assessment with clients to gauge their capabilities and interests.
- Designed and delivered employability skills workshops (CV, Group Assessments, Interviews etc...)
- Managed relationships with referral partners such as charities and job centres to organise opportunities for clients often visiting them at their offices.
- Developing case studies to evidence the impact and evaluation of our service provision.
- Coordinated reasonable adjustments for clients who had additional needs such as Autism and learning difficulties.
- Collaborated cross-functionally with the client support, legal and development teams to strengthen and increase referral partner relationships.

Peppermint Bars and Events

Hospitality Associate (Temporary)

- Prioritised excellent service provision to all patrons in high pressure environments.
- Assured the security and reconciliation of all cash to records, including management of till floats.
- Met and greeted all patrons, delivering individualised experiences and product recommendations through my excellent product knowledge.

PERSONAL INTERESTS

- Creating Art (Intermediate Portrait Painter)
- Culinary Art (Cooking & baking international dishes)