## **Ayana**

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**PERSONAL PROFILE:**

I am a dynamic, creative and highly organised individual who has worked in a variety of roles delivering a high standard of customer care. I have the confidence to communicate effectively to build relationships across functions, internally and externally. I am able to use initiative and perform strongly when working individually or as part of a team, with the drive to achieve personal and organisational targets. I have recently completed my BA (Hons) in Business and Management and awaiting my graduation ceremony in July 2017. I am currently seeking a position in a workplace where I can demonstrate my great understanding of all aspects of business, with future aspirations of a career as a hands-on project manager.

**PROFESSIONAL EXPERIENCE:**

Oasis Dental Care: Central Operations and Project Support Administrator (December 2016 – March 2017) Full-Time Temp.

* Providing administrative support to Operations and Integration Manager, maintaining central operations email inbox, electronic and paper-based filing systems, including confidential contracts.
* Corresponding with Practice Managers for various operational data/information updates, for example pricing and surgery utilization spreadsheets, smartsheet project management tool and survey monkey.
* Ensuring the success of ‘dental implant promotion campaign’, responding to customer enquires through telephone and email. Liaising with practices to book patience in for appointments.
* Collating all dental implant campaign data into excel and helped to generate over £80k of treatment plan values.

Monsoon Accessories, Sales Assistant (June 2015 – September 2015)

* Collaborating and working effectively as a team to ensure front of house, fitting room, tills and replenishment were covered at all times.
* Being vigilante to minimizing loss by maintaining stock control and ensuring shop floor is clean and tidy.

TRG, Call Centre Sales Agent (October 2013 – February 2015)

* Converting outbound calls into a sales opportunity, offering polite and friendly conversation to build rapport and identify customers’ needs/wants in order to upsell.
* Maintaining call center database by entering call information quickly and accurately.
* Working towards individual and team targets, competing with colleagues and exceeding personal sales target by using own initiative.

Mantra Marketing Group, Sales Representative (July 2013 – September 2013

* Door to door promoting and building awareness, representing National Deaf Children Society (NDCS) and British Red Cross by communicating with short presentations.
* Demonstrating enthusiasm, engaging in friendly and effective communication to encourage others to donations.

Jane Norman, Sales Assistant (June 2011 – August 2012)

* Merchandising shop floor, ensuring store is tidy and clean, keeping up to date with special promotions and putting up displays.
* Greeting and assisting customers, maximizing sales by offering additional/alternative items.
* Dealing with customer complaints, processing exchange and refunds, assisting managers/supervisors with end of day cash reconciliation.

**EDUCATION:**

Bath Spa University, BA (Hons) Business and Management: **(Expected 2:1)** September 2013 – July 2017

* **Key Modules**: Creativity and Innovation, Managing data, Financial Accounting, Business Strategy, Operations and Information management. International, Cross-cultural and Leadership management.
* **Skills Gained**: 1) Critical and analytical entrepreneurial ship. 2) Constructing/delivering effective, creative and professional presentations. 3) Problem solving and time management skills. 4) Business applications and processes. 5) Motivating and delegating team work/projects with peers from all backgrounds.

College Green, A Level’s: September 2011 – June 2013

* English Language (B), English Literature (D), Film Studies (C)

Monks Park School, GCSE’s: September 2004 – June 2009

* English Language (B), English Literature (C), Maths (C), French (B), Art (C)

**SKILLS DEVEOPED:**

* Excellent **written and verbal communication**, including **presenting** in front of an audience.
* **Customer service** – In various jobs I have dealt directly with customers, with a **professional and courteous manner**.
* **Leading** in-group report writing and workshop activities with **effective delegation.**
* **Independent research** to collect and gain market insight, **evaluate** different arguments and build robust conclusions.
* **Innovative and creative thinking**, by carrying out research and combining with judgement to make recommendations, for example contributions to **sustainability development goals**.
* **Teamwork** – proactive understanding of effective collaboration and **working towards targets**.
* **Proficient in MS Word, PowerPoint and Excel**, accurate data entry and fast typing skills.
* Basic **Accountancy skills** such as building cash-flow sheets, income statements and balance sheets and also **interpretation of financial statements.**
* **Bilingual** - Fluent French speaker.
* I possess a **full UK driving license** and a personal vehicle.

**INTEREST AND HOBBIES:**

* **Fitness** – I enjoy swimming and I have recently found a love for yoga, which I now do on a weekly basis.
* **Fashion** – I always have had a huge passion for fashion, having been fortunate enough to have walked for the likes of Topshop and Motel amongst others at various fashion and fundraising events.

**Reference Available on Request**