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| Louise Butterly22 Flavelle St ◼ Concord, NSW 2137 ◼ 0432658702 ◼ l.butz18@gmail.com |
| **Profile**I have practical experience in many areas of relationship management, administration, reception, customer service, and I am always looking for a new challenge, I am a fast learner and with a little training it does not take me long to up skill.I have a strong history in customer service and excellent administrational skills, I am a friendly out going person with a firm understanding of customer care and impeccable time management and organizational skills and I am an extremely focused person always giving 110% to my work.I am an achievement orientated person who brings an attitude of success to my work, I use my skills to secure results in an environment where pressures and priorities are always changing, where I must think both practically and strategically at the same time to allow me to meet deadlines.I develop and maintain networks while being an independent thinker accepting responsibility for my work decisions, remaining flexible while capable of continued personal application to achieve goals. **Key Competencies**

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| * Office Management
* People Management
* Time Management
* Diary Management
* Project Management
* Financial Control
 | * Cold calling /Sales
* Reporting/Generating of minutes
* Customer/Employee compliant Management
* Fostering teamwork and providing motivational support
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Experience

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| Role | Company | Industry | Location | Date |
| Program Coordinator | Dell | Human Resources | Sydney Australia | Nov 2014-May2015 |
| Relationship Executive | Capita  | Learning and Development | London UK. | July2014 – Oct2014 |
| Client Services Manager. | Nuffield Health | Medical | London UK. | Apri12014-March14 |
| Recruitment Consultant | Proprius | Recruitment | London UK.. | Oct 2011- Apr 2012 |
| Customer Service Agent | Ryanair | Travel | Dublin Ireland | June2011-August2011 |
| Sales Executive | The Vison Organisation | Sales & Marketing | Drogheda Ireland | May2010-Sept20 10 |

Education**University College Dublin Ireland****Undergraduate: Bachelor of Arts Degree (2006 -2010)**:Major Sociology**University College Dublin Ireland****Postgraduate: Master of Science** (**2010-2011)**Equality Studies, School of Social JusticeReferences**Available on request**Experience**Allegis Global Solutions - Dell** **Program Coordinator**Reported to: Program ManagerAllegis Global Solutions represents the union of Allegis Group Services—a subsidiary of Allegis Group, Inc., the largest privately held staffing and recruiting services company in the US—and Australian-based [Talent2](http://www.talent2.com/) RMS, the leading HR and recruitment provider in [Asia Pacific](http://www.allegisglobalsolutions.com/global-strength/asia-pacific). The two companies combined to better serve the needs of clients through comprehensive workforce solutions. Key Responsibilities:AGS implemented their MSP within Dell Australia in September 2014, I was brought onboard in November 2014 to be the first point of contact for Dell Mangers, contractors and suppliers to assist in the day to day running of the My Talent on Demand Service, escalating to the Program Manager where appropriate. The MyTOD service deals with all contingent resource queries within Australia.* Assisting Dell Managers with creating new requisitions on IQN, candidate shortlisting with the supplier base, interview scheduling and follow up
* Constant interaction via email and phone with client, staffing vendors, contract personnel and other partners
* Entering new contractor profiles (contact information) and details of assignment into client systems (IQN, PeopleSoft)
* Assist client managers with extension of contract assignments
* Liaison with managers, vendors and security department to ensure all necessary paperwork is completed and collected prior to starting assignment and at end of assignment
* Ensure all work orders are closed in the system when notified of an end of assignment
* Assist with the collection of company assets from vendors (laptop, badges, etc.)
* Ensure security department is notified of end of assignments.
* Assist in collection of contractor hours and approval of time by hiring managers
* Constant interaction with vendors to ensure new hire paperwork is completed in a timely manner so the contractor can start their assignment on time.
* Log all client and vendor inquiries into Salesforce.com.

Achievements * Developed and improved existing relationships with the vendors as they were not used to being managed and did not appreciate having to go through the My Talent on Demand programme initially.
* Help improve KPI’S in regards to response time for query management.

**Capita** — **London UK** **Relationship Executive** Feb 2014 to October 2014Reported to: Regional Sales ManagerCapita are the UK's leading provider of business process management and integrated professional support service solutions, with 64,000 staff across the UK, Europe, South Africa and India Key Responsibilities:Capita secured the largest public contract in the UK to exclusively provide training across the Civil Service. I am the key contact point for my assigned departments for all closed group booking courses. Departments include the Ministry of Justice, Ministry of Defence and the Home Office among others.* Providing relationship/sales support to the Relationship Management team and wider team to help deliver learning solutions to a large complex managed training service.
* Maintaining Salesforce CRM system ensuring all updated project documentation is uploaded and managed on a daily basis in conjunction with the Relationship Managers
* Complete and manage booking forms for the sales team
* Organise meetings, take actions and follow up on action points / overdue responses
* Produce weekly pipeline sales and forecast reports
* Liaise with prospective clients and provide relevant information as agreed with RM’s
* Support RM’s with sales support documentation
* Support PMO Manager / Senior Management Team with project administrative tasks

Achievements * Developed and improved existing relationships for difficult sub departments where relationships where previously strained for example UK Border Force.
* Given sole responsibility for generating the master pipeline for review report every week and distributing to all employees’ working on the Civil Service Learning contract.

**Nuffield Health – JP Morgan** **Client Services Manager** April 2012 to June 2014Reported to: Clinic ManagerNuffield Health is the UK's leading health charity. They have brought together private hospitals, health clinics, Fitness & Wellbeing Centre's, diagnostic units and a wide range of treatments into one complete healthcare serviceKey Responsibilities* Provided comprehensive secretarial and administrative support to 2 physiotherapists, 3 physiologists, 2 nurse's, 4 doctors, 1 nutritionist and my manager.
* First point of contact for all JPM employee's this required me to perform quick on the best course of action for treatment.
* Managed the bookings process for all appointments for the medical centre at 25 Bank street and our other onsite JP Morgan clinic in Bournemouth.
* Liaising with a number of different hospitals in regards to referrals made for JPM employees
* Managing and resolving any operational issues in regards to the centre this included: diary management, payments, purchase orders and delivery's.
* Responsible for reviewing and escalating medical results to relevant doctors.
* Managed the recruitment process for new client services administrators
* Managed the distribution and approval process of a tracker for all CSA's in London for holiday's and annual leave.

Achievements* Within 9 months of starting at Nuffield Health I was promoted to Senior Client Services Administrator for Nuffield Health's biggest account JP Morgan
* In January 2013 I was promoted for a second time to Client Services Manager for all JP Morgan clinics.

**Proprius Recruitment - London** **Recruitment Consultant** October 2011- April 2012Reported to: Managing DirectorProprius have 30 years of combined recruitment expertise and are able to deliver tailored recruitment specilaising in recruitment for Information Security & Risk Management. Proprius are based in London and recruit nationally across the UK as well as some international locations where clients have specifically requested assistance.  These have included Dubai, Singapore, Moscow, New York and Johannesburg. Key Responsibilities* Constantly delivered quality candidates for niche industry market
* Account management of key client relationships and provided client entertainment
* Liaising with a range of different organizations to procure new business opportunities
* Identify skills to match role requirements and source and select candidates
* Network and advertise potential candidates to potential clients using tools such as job boards, email etc.
* Negotiate candidates contracts, issue new starter packs and provide ongoing support
* Manage and resolve all general queries from both clients and candidates

Achievements* Successfully added niche quality candidates previously unknown to Proprius’s database, through cold calling and using Linked IN.
* Sourced candidates who were successfully placed in Barclays, PWC and Royal Mail.

**Ryanair - Dublin Ireland** Customer Service Agent Jun 11 to August 2011 Reported to: Area ManagerRyanair are Europe’s only ultra low cost carrier, which guarantee’s customers the lowest fares on flights to all of their chosen destinations. Ryanair has grown from a single-aircraft family operation into one of the world’s leading airlines. They own Europe’s largest fleet of Boeing 737-800 Aircraft which operate over 1,600 flights every day, across 1,600 routes, from 57 bases, connecting 180 destinations in 29 different countries where a team of over 9,000 skilled professionals to help get 81.5 million passengers where they need to go.Key Responsibilities* To provide excellent customer service to all passengers checking in
* Maintain a bright enthusiastic helpful attitude to all passengers often in stressful and time constrained circumstances.
* Checking in passengers for all flights.
* Process flight reservations.
* Efficiently answer and resolve customer queries.
* Resolve customer complaints.
* Organise special needs assistance for passengers with reduced mobility.
* General administrative duties such as paperwork for excess baggage, reprinting of boarding cards, additional check in bags etc.

Achievements* Reached each sales target for 3 consecutive months, resulting in a bonus.

 **The Vision Organisation — Drogheda Ireland** **Sales Executive** June 10 to August 2010Reported to: Managing DirectorThe Vision Organisation is one of the fastest growing Sales and Marketing companies in Ireland Their key objectives are to deliver a high standard of customer service, excellent yet cost effective marketing campaigns for their clients and incredible opportunities and ongoing development potential for everyone that is part of the team. This is achieved by sales executives working on a commission only basis.Key Responsibilities* Cold direct sales to prospective clients.
* Consistently achieve sales targets and generate new business.
* Help train in new Field Sales Representatives at the morning meetings.
* Organise sectors and problem solve any issues that may arise on the field.
* Deal with the relevant paperwork to ensure all client information is accurate.
* Attend meetings, trainings, seminars and other sales events.

Achievements* Reached sales targets, receiving a promotion from Field Rep to Team Leader.
* Received a weekend break as a bonus for consistently reaching sales targets.

Professional Development* Attended quarterly PDR’s which resulted in people management and coaching training.
* Cross training among departments including finance and capacity management.
* ILS Training.

Technology & Systems* Salesforce
* TM2
* Samba
* VI
* RDS
* AIS
* MS Office Suite
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