


TRACEY BIRD

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Hemel Hempstead, Hertfordshire, UK 

PROFILE

I am a driven and well organised professional who strives for and maintains high standards in all the work I engage in. I continue to develop my own skills and capabilities through continuous development. I regularly make use of opportunities to do this in my professional and personal time often undertaking additional projects. I enjoy being challenged with a variety of working requirements and my logistical background enables me to be an excellent problem solver. I enjoy leading teams to success by using my communication, organisational and operational skills whilst promoting inclusivity from start to finish ensuring the team progresses as one throughout. I often think outside the box and have the creativity to develop ideas where appropriate.

PERSONAL SKILLS

- Communication
- Creative Spirit
- Sense of Responsibility
- Motivation of myself and others
- Organisation
- Driven
- Strong Work Ethic
- Efficient
- Resourceful
- Considerate
- Basic BSL

PROFESSIONAL SKILLS

- Team Leadership
- Mentoring
- Presentation Skills
- IOSH Health and Safety
- Strategic Planning
- Operational Excellence
- Customer Experience
- Real Time Management
- Clear Communication
- Project Management
- Calm Under Pressure
- Prioritisation
- Continuous Learning
- Training and Development
- Event Planning and Development

EXPERIENCE

2022 - Present

FACILITY SERVICES MAINTENANCE CONTRACT COORDINATOR PINWOOD GROUP

As part of the Pinewood Group I work across two UK sites with a total area of 304 acres and a property portfolio of 325+ buildings implementing operational improvements to the facility services maintenance contract procedures. I am responsible for the interim supervision of the M&E plumbing team ensuring all reports are attended in accordance to our working SLAs. My duties include;

- Scheduling servicing, engaging with productions and contractors and in house Team – maintaining relationships.
- Providing site tours and safeguarding of students during the Futures Festival events.
- Site health and safety procedures and reporting. (IOSH)
- Finance and budgeting
- Cover the Contracts Manager in his absence

2012 - 2022

INTERACTOR/ADMISSIONS HOST WARNER BROS STUDIO TOUR LONDON

In this role I have demonstrated use of my operational and exceptional customer service skills ensuring smooth operations in high throughput areas of the tour with up to 8,000 visitors daily. We also cater for large scale special events with attendances of up to 2,000 guests incorporating bespoke services and experiences. I provide training to new team members without impacting the customer experience. My other responsibilities in this role include:

- Asset protection & maintenance, first aid, cash handling, VIP engagement and fire marshal positioning
- Flexibility assisting other teams and departments in additional roles.
- Implementing immediate procedural changes during COVID-19.
- Engaging in storytelling through speeches and visitor interaction.

2018 - 2019

FACILITIES ADMINISTRATOR WARNER BROS STUDIOS LONDON

For this role I utilised my management skills extensively; time management, communication and prioritisation were critical in delivering maintenance and support to revenue generating assets on site. My core responsibilities were as followed:

- Manage onsite building management system controlling stage and suite heating and occupancy requirements, Utilities and extraction systems
- Liaise with external parties and managing purchase orders, schedules and completed work
- Develop and improve excel database systems for manage preventative maintenance, assessment's and vehicle safety.

2009 - 2012

TECHNICAL SUPPORT/LEARNING AND TRAINING SPECIALIST SITEL

My role at SITEL developed my customer experience skills and operational excellency. Originally working as part of the high performing customer services team I moved into the training department. Using my communications skills to impart knowledge, brand values and vital technical information in a high pressure environment when 90 new members of staff were urgently recruited due to a nationwide product impact. In addition to my role, I worked closely with the management team to support them leading to a highlight of this job being, helping with SITEL's social outreach where I assisted production teams for the Comic Relief TV campaign in 2011

TECH SKILLS

Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Microsoft Outlook
Microsoft Teams
Gateway Galaxy Booking Ticketing Software
Right Now (Technical support ticket software)
Adobe Photoshop
Adobe Premier Pro

REFERENCES

Available On Request


INTERESTS

- Film production
- Sport and Exercise
- Personal challenges/charity events
- Sustainable Development
- Professional Photography and digital editing equipment

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EXPERIENCE (continued)

2008 - 2009

FOH BAR MANAGER REALLY USEFUL THEATRE GROUP

In this role I used my full management knowledge and experience to provide exceptional front of house service and team leadership. My responsibilities covered team, inventory and cash management as well as proudly being a brand ambassador representing the company values.

2003 - 2008

TRANSPORT MANAGER CITYLINK

My role began as a shift controller for the company whilst finishing my studies at the time. I then progressed to Transport Manager where I demonstrated my ability to manage large amounts of revenue generating assets. I also used my skills to communicate clearly to my team of 40 drivers and upper management whilst implementing the new digital tachograph system and operational procedures leading to company budget targets exceeding their goals.

- Managing a Team of 40, plus vehicles, ranging from small commercial vehicles to large articulated lorries. Adhering to comprehensive transport audits and government enforced regulation from the DVLA and VOSA
- Completing comprehensive reports on operational data and relay the findings to upper management with recommendations
- Health and safety duties including first aid leadership for the site
- Incident management and reporting for insurance purposes
- Team Management duties including real time management and delegation of duties, adjusting to daily occurrences to ensure all jobs completed.

2002 - Present

FREELANCE ASSISTANT ABLIGHTING AND SPECIAL EFFECTS LTD

Working with the company from the outset I continue to support them on a casual basis in follow spot operation, rigging, maintenance.



EDUCATION

2009 - 2014

PSYCHOLOGY & CRIMINOLOGY OPEN UNIVERSITY

BSC Hons

2008 - 2009

MODEL MAKING FOR ANIMATION UNIVERSITY OF WEST ENGLAND

Course Pass

2006

MARKETING 3 PARTS PR 2 PARTS BUSINESS LINK

2003 - 2005

MEDIA STUDIES, FILM STUDIES & PSYCHOLOGY WEST HERTS COLLEGE

A Levels