

A highly competent and driven Design graduate with proven experience in client support, project coordination, and sales administration. Skilled in managing multiple priorities, maintaining strong client relationships, and delivering high-quality service in fast-paced environments. Adept at data analysis, process improvement, and cross-team collaboration, with a strong track record of streamlining workflows and supporting successful project delivery. Passionate about storytelling and entertainment, with a strong interest in TV and media production. Thrive both independently and in team settings, bringing adaptability, attention to detail, and strong organisational skills to every role.

KEY SKILLS

- Social Media Strategy
- Research & Admin Support
- Data Analysis Reporting
- CRM & Database Management
- Process & Workflow Optimisation
- Client Relationship Management
- Video Editing (Premiere Pro/CapCut)
- Project & Pipeline Coordination
- Creative Content Design & Storytelling

WORK EXPERIENCE

Social Media & Fundraising Asst. (Volunteer) | Mama Cacao Collective CIC | Oct 2025 -

- Created and scheduled content across Instagram, Facebook and LinkedIn using Meta Business Suite; tracked engagement with Google Analytics to improve reach
- Managed inboxes, donor messages and outreach with a calm, organised approach
- Researched collaborators, funding leads and workshop partners
- Added creative input to help shape the mission-driven brand

Social Media & Marketing Asst. (Volunteer) | The Green House | Oct 2025 - Present

- Designed weekly content for LinkedIn, Instagram, TikTok and Facebook to promote events and eco campaigns.
- Created leaflets, posters, digital graphics and in-hub displays.
- Wrote blogs and newsletter pieces; monitored other eco hubs for ideas and trends.
- Helped keep the hub welcoming, informative and community-focused.

Sales Coordinator | Kvadrat | Jan 2025 - Jul 2025

- Delivered responsive client support via phone and email, resolving queries efficiently.
- Streamlined sample request and order management by processing, tracking, and shipping with accuracy and speed, improving turnaround times.
- Provided proactive administrative support, including stock checks, technical query resolution, and issuing quotations/pricing agreements to strengthen client relationships.
- Maintained and updated project data (specifications, pricing, quantities, schedules, stakeholders), ensuring accuracy and supporting smooth project delivery.
- Partnered with Sales Reps on pipeline management, enabling better project prioritisation and improved client outcomes.
- Generated lift-offs from furniture schedules and collaborated with cross-functional teams to ensure timely execution.
- Leveraged Power BI to track performance metrics and identify trends, supporting data-driven decision-making.

Barista | Face to Black | Nov 2023 - Dec 2024

Sales Coordinator | Kvadrat | Jan 2025 - Jul 2025

- Handled client and artist queries via email and social media, ensuring accurate communication with the Director.
- Maintained detailed CRM records of artists, artworks, and clients to streamline operations and support efficient management.
- Supported key projects and online exhibitions through regular Director meetings and effective administration.
- Processed invoices for operational expenses, including CRM software and artwork storage.
- Managed LinkedIn and Instagram accounts, creating content calendars, copy, and newsletters to boost audience engagement.
- Optimised marketing strategies during the company's transition from gallery to art advisory, ensuring consistent brand presence.

Volunteer | Death of Workers Press | Aug 2023 - Oct 2023

- Managed shop operations and provided tailored customer service, including personalised book recommendations.
- Promoted new prints and fostered community engagement through regular social media updates and outreach.

Supervisor | Lapwing Deli | May 2023 - Oct 2023

Production Assistant | The Medlock Group (Kindred Fires) | Oct 2022 - Apr 2023

- Designed and produced products for a leading candle brand, maintaining high quality while improving workflow
- Coordinated stock and production deadlines across departments, ensuring timely and accurate order fulfilment.
- Supported process improvements through troubleshooting and regular pipeline reviews with the Operations Manager.

Barista | Foundation Coffee | Feb 2022 - Sep 2022

Compliance Coordinator | Liquid Personnel | Oct 2021 - Jan 2022

Project Coordinator | Tarver Productions | Aug 2020 - Sep 2021

- Promoted from Production Runner to Project Coordinator within six months, managing 25+ client accounts and strengthening long-term relationships.
- Implemented onboarding and job management systems, streamlining production processes, prop sourcing, and order fulfillment.
- Provided administrative and project support to the Director, including quotations, scheduling, stock checks, and database updates.

Camp Counsellor, Swim Coach Specialist & Lifeguard | USA | Jun 2019 - Aug 2019

Customer Assistant | Whistles | Jan 2019 - Jun 2019

Volunteer | Raleigh International WASH Programme | Nepal | Oct 2018 - Dec 2018

EDUCATION

Production Assistant | JGA | Jan 2026 - Mar 2026

Creative Content Design | Academy of Live Technology | Jul 2015

BA (Hons) Three Dimensional Design | Manchester Metropolitan University | 2015 - 2018

HOBBIES

Photography (Digital & Film) | Sustainable Fashion (Sewing/Up-cycling) | Hiking | Museums & Art Exhibitions | Yoga | Cooking & Baking | Documentaries | Live Music