



## Career Journey:

### WeTransfer

2021 Creative Studio Operations Leader

### Spotzer Digital

2018 Director of Operations & Partnerships  
(Europe & USA)

### Saint Angelo Resources (simultaneous to Yell)

2011-13 Stage Manager/Producer

### Yell UK

2017 Head of Digital Agency Operations  
2016 Head of Customer Onboarding  
2014 Multi-Product Process Improvement Lead  
2012 Operations Manager  
2010 Team Manager

### Yorkshire Coast College

2007 Marketing Manager  
2006 PA to Vice Principle

### Pindar Print

2004 Content Creator

### Enline plc

2002 Marketing Manager

### London City Opera

2000 Ast.Stage Manager

### Intelligent TV & Video

1999 Videographer/Editor

### Sun Lounge Theatre

1998 Theatre Manager

## Qualifications:

- BA (hons) Theatre, TV & Film Studies: Winchester University
- Preparing to Teach in the Lifelong Learning Sector Level 4: City & Guilds
- Coaching Managers & Leaders for Continuous Improvement: Udemey Academy
- Wrike Analyse: Silver Certification

## Short Courses:

Finance for non-financial managers, Handling objections & customer complaints, Managing Teams in a challenging environment, Managing people through digital change, Identifying & Avoiding Unconscious Bias

## Toolkit:

### Proficient:

- Leading/Managing/Coaching/Mentoring
- Negotiating & creating compelling narrative
- Building teams with a bottom up culture
- Digital Process design/briefing/management
- Client journey design & content
- Data provision & analysis
- Engaging presentations/public speaking
- Google Docs/Mail/Calendars etc
- Excel/Google Sheets
- Powerpoint/GSlides
- Wrike
- Slack
- Miro
- Wix
- Notion
- Survey Monkey

### Familiar:

- Corporate Event Management
- ISO compliance/systems access management
- Salesforce/SAP/C4C
- Sharepoint
- Jira
- Crankwheel
- OfficeVibe
- Figma
- Power BI
- Deel
- Chat GPT
- Trello
- Meta advertising
- Wordpress/Duda