

Teresa Norman

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PROFILE

A highly motivated team player with extensive administrative, marketing and organisational experience seeks role where pro-active, completer/finisher attributes are fully utilised. Demonstrates good interpersonal communication skills, willingness to take ownership with a talent for problem solving. Job satisfaction will include a role where multi-tasking, accuracy and flexibility will add significant value to an organisation.

SKILLS AND COMPETENCIES

Strong administrative and interpersonal skills
RSA qualified Personal Assistant
IT literate and training provider
Able to prioritise and manage workloads and timescales
Conscientious and professional team player
Confidential and discreet

Positive, flexible attitude
Completer / finisher
Accurate and resourceful
Problem solver
Always seeks to add value
Proactive and takes ownership

EMPLOYMENT HISTORY

Marketing Coordinator & PA to MD

Mar 2003 – Oct 2020

Bandvulc Tyres Ltd (part of Continental Tyres Ltd), Lee Mill

In conjunction with PA duties I also took over responsibility for BV's marketing activities including:

- Press releases, editorials, adverts, case studies, testimonials
- Branding guidelines and logos inc. corporate clothing, promo items, stationery
- Designing company literature inc. tyre brochures, data sheets, info-guides and posters
- Company website design and maintenance plus corporate and in-house newsletters
- Budgetary responsibility and liaising with suppliers regarding artwork, design, livery, signage, promotional gifts
- Organising large events both in-house and externally for customers, partners and employees
- Mailshots and maintenance of contacts database
- Organising all aspects of trade show stands (CV Show, Tip-Ex, Freight in the City) plus cooperation with parent company, Continental, for other events
- In-house communications in various forms
- Assisting BV Charity Team in promoting fundraising events
- Website and social media updates
- Arranging company events e.g. family fun days, hog roasts, cream teas, office buffets, Christmas parties

PA to the Directors, Bandvulc Tyres Ltd

Providing comprehensive secretarial services to five directors (including MD), Sales and Contracts teams
Travel bookings including flights, accommodation, car hire, ferry bookings, and visas
Arranging visits to site including preparing meeting rooms (presentations, IT requirements, PPE, refreshments, company tours) esp. VIP visits (HRH The Princess Royal)
Liaising with publicity agents, trade magazines and providing input on company newsletters
Sourcing, replenishing and managing supplies throughout company e.g. refreshments, office machinery, furniture, printing, vending machines and stationery supplies
Maintaining and updating records and handling mailshots to customers and service providers
Coaching and mentoring work placements and training junior PAs

Buyer, Acterna, Plymouth

Aug 2001 – Mar 2003

Procurement of production commodities, including resourcing and supplier negotiations
Identifying cost reduction opportunities; key role in excess/obsolete stock reduction
Managing stock levels and lead-times to acquire inventory on a JIT basis
Member of Kanban and Millennium projects
Auditing strategic vendors whilst reducing supplier database
Overall responsibility for non-production spend
Maintaining Purchasing web-site and preparing statistical information

Manufacturing Admin. Team Leader, Acterna, Plymouth**Oct 1999 – Aug 2001**

Successfully introducing a new team providing extensive administrative support to Manufacturing and other site functions, the role included:

- Pastoral care and mentoring, including IT training
- Assessing and improving various processes, both functional and site-wide
- Arranging, participating in and reporting on meetings
- Creating and maintaining performance metrics and web pages
- Streamlining stationery orders and benchmarking suppliers
- Responsibility for printers, copiers, mobile phones, and laptops
- Co-ordinating manufacturing training requirements
- Office and Manufacturing Strategy layouts – negotiating, planning, implementation

Personal Assistant, Wandel & Goltermann, Plymouth**Sept 1996 – Oct 1999**

Comprehensive secretarial and administrative support to Operations Director and management team

Preparation of reports, minutes, presentations, statistics and web pages

Member of the Support and Environment team, projects included:

- Arranging Plymouth site meetings for global managers, including conference rooms, hotels, travel, social events, refreshments and on-site assistance and guidance
- Evaluation and purchase of digital printer/photocopiers
- Assessment, recommendation and implementation of Time and Attendance System
- Introduction of electronic room booking facility (Lotus Notes)
- Maintained and updated emergency evacuation records and actions
- Policy and procedure updates

(NB – this employment was in conjunction with my self-employment below for almost 6 years)

Self-employed Retail Manager, Plymouth**Jul 1988 – May 2002**

Managing two newsagent shops with six employees and 10 – 12 news delivery staff

Dealings and negotiations with various suppliers, including banks and grant providers

Controlling inventory, handling cashflow, maintaining all bookkeeping and VAT records

Renting and maintaining flats above both shops

Administrative tasks, e.g. risk assessments, tenancy agreements, PAYE and NI returns

Various Secretarial / PA roles**Oct 1976 – Jul 1988**

Employment included PA to the Managing Director at:

- Dennis Specialist Vehicles, Guildford
- Expotel, London
- Murray Bennett Group Marketing, Nuremberg

EDUCATION AND QUALIFICATIONS**Vocational Training**

MS Excel – Advanced

MS Specialist Accreditation in PowerPoint and Access

Proficient in MS Word, Lotus Notes and MS Outlook

Web development using HTML, Dreamweaver and Wix

Business Writing Skills

Performance Reviews

Interviewing Techniques

Coaching Workshop

Team Leader Development

Fire Training

Personal Assistant's Course, South Devon Tech College, Torquay**1975 – 1976**

Pitman's Shorthand 100 wpm

RSA Stage II Secretarial Duties

RSA Stage II Typewriting

RSA Stage II Shorthand / typewriting

RSA French in the Office

RSA Audio typing

St John's Ambulance First Aid

Devonport High School for Girls, Plymouth**1968 – 1975**

GCSE 'O' Levels: German, French, Spanish, Maths, English Language, English Lit., Geography, Biology

GCSE 'A' Levels: German

INTERESTS

Gardening, exercise, reading, walking, cookery and social support

PERSONAL DETAILS

Married, good health, clean driving licence