

# ANNIE BURGESS

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References available on request

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## CONTACT

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07926982455  
Annieburgess97@gmail.com

## PROFILE

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I am a fun, hardworking, motivated individual with a wide range of experience. I have a number of skills that are transferrable, including writing, communication, and managerial skills. My writing and communication skills have been developed to a high standard due to completing my degree in English Language and Literature with the Open University, all whilst working full time. I have ample experience working in customer faced and focused roles, and roles that have required me to adapt to new programs and processes. I have a passion for writing, reading and being creative.

## SKILLS

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Communication  
Creativity  
Strategic Thinking  
Writing  
Time Management  
Originality  
Adaptability

## RELEVANT EXPERIENCE

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Team Co-Ordinator

### **December 2022-Present**

Providing a specialist administrative and operational service to social care professionals in Children's Services, coordinating and facilitating the effective operation of the team, monitoring performance, ensuring regulatory and legislative compliance, and promoting service improvement. Building effective relationships with service users and their families, acting as a first point of contact for referrals in and out of the service, and joint working with internal stakeholders, external agencies, and partners.

Business Services Assistant

### **May 2021-December 2022**

Provide an efficient and effective administrative service to support Children's Services functions. Manage and allocate tasks to the Business Services Assistants ensuring targets are met and service quality standards are maintained. Minuting meetings, creating posters and assisting creatively where necessary. Managing a team of Business Services Assistants, and completing regular supervisions with them, as well as supporting them with their allocated tasks.

Sales Advisor

### **March 2017- January 2018   September 2018 – June 2019**

Used knowledge of technology, and communication skills to grant the customer a great experience in store, whilst also hitting individual and team sales targets. Processed orders using different systems and maintaining confidentiality.

## EDUCATION

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The Open University  
**2019-2023**  
BA in English Language  
and Literature

Buxton Community  
School Sixth Form  
**2014-2016**  
A-Level Grade C in  
English Language, English  
Literature, and  
Psychology

O2 Guru

**January 2018-October 2018**

Shared knowledge, enthusiasm, and expertise to enable customers to get the most out of their phones, whilst creating professional relationships to ensure their return. Training Sales advisors on new productions and apps to ensure sales targets are met, and so the customers get the best experience.

Organising and hosting marketing events for the store and managing the store's Facebook page.