

# Jemella Hanson

Address: 22 Avon Road, Greenford, Middx, UB6 9HZ

Mobile: 07938139810

Email: jemella.hanson@hotmail.co.uk

## Profile

- More than 3 years' successful experience in a management and support role with recognised strengths in stock maintenance, problem-solving and performing all tasks with a high degree of accuracy, making sound decisions in the absence of detailed instructions and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Ability to excel in selecting and developing individuals with high potential and talent through effective training and motivation.
- A team player, able to effectively communicate with co-workers.
- Develop plan, conduct stock audits and variance analyses, process weekly staff hours and enter them into the necessary payroll system, and maintain/update accurate inventories.

## Achievements

- Successfully reduced and maintained the low level of stock on hand (14 days).
- Maintain an exceptionally low crew turnover for 2 years.
- Proactive training and development leading to notable increase in morale in all departments.
- Fast tracking through the Management Development Program.

## Employment

### *Oxfam Head Office, Oxford*

#### **Supporter Relations**

**May 2010-Present**

- Liaising with current supporters of Oxfam and keeping them abreast of the latest campaigns.
- Ensuring positive customer relations with current supporters.
- Forging new relationships with new supporters.
- Raising money for campaigns by increasing the regular donations of supporters.
- Making note of the correct financial details need to complete all donation forms.

### *Lava Ignite, Oxford*

#### **Retail Operations Manager**

**Sept 2007- Present**

- Maintaining and adhering to the health and safety and company requirements in line with stock rotation.
- Analysis of sales trends, and profit and loss data.
- Responsible for the recruitment and training and overall development of staff members.
- Checking all monetary bankings before it is collected from the Unit Controller.
- Excellent working knowledge using Lotus, Microsoft Excel, Microsoft Word, Microsoft Publisher, JD Edwards, and Zonal Epos systems.
- Raising accurate purchase orders (stationary, liquor, uniforms, glassware), and keeping a record of what has come in, and what needs to be followed up.
- Liaising with suppliers regarding returned good/wrong pricing/shot/over deliveries, ensuring all required credit notes are attached or sent.
- Prepare induction paperwork, and photocopy necessary documents to be kept on staff files.
- Maintain the staff and management rotas.
- Ensure information about courses, training sessions and events are communicated to all members of staff.
- Keep accurate and up-to-date records of all new starters and leavers and the paperwork involved.
- Conduct exit interviews with staff leaving the job.
- Update the payroll department regarding staff members who have left and need to be paid their notice period.
- Keep an accurate office and personal filing system.

- Ensure and if necessary book the necessary Health and Safety check such as PAT testing, and annual boiler maintenance.
- Accurate log any faulty equipment to outside maintenance contractors to check.
- Keeping accurate records of any petty cash receipts.
- Posting documents to customers, staff or Head Office.
- Conducting or assisting with any grievance hearings or disciplinary.
- Ensuring necessary documents are compiled following a grievance hearing or a disciplinary.
- Keeping an accurate record of all holidays, absences and punctuality and communicating this with the rest of the management team.
- Study Mystery Customer records, and implement new practices to rectify any problems highlighted.
- Daily set Zonal EPOS system to print reports.
- Assisting with the daily cashing up procedure and ensuring all takings are entered onto the correct systems, and physical monies put into the safe for safe storage.
- Answering telephones and dealing with necessary complaints, inquiries and bookings.
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***Panic Music Ltd, London***

**Receptionist and Technician**

**Sept 2002- Jan 2010**

- Working alongside an extensive client database.
- Ensuring all hire form were completed correctly and correct monies were accounted for.

***Livinix Ltd, Berkshire***

**Play-worker**

**Sept 2002- Jan 2010**

- Ensuring health and safety requirements are adhered to.
- Completing risk assessments for all new areas the children entered on a daily basis.
- Assisting where needed with literacy and numeracy activities.

***Camp America, America***

**Camp Counsellor**

**June 2008- Sept 2008**

- Designing a training program to develop 17 year old campers to become camp counsellors.
- Completing risk assessments, health and safety checks and cleaning checks.

***Attridge Solicitors, London***

**Solicitor's Clerk**

**Aug 2002- Aug 2003**

- Preparing court bundles.
- Assisting the legal secretary with incoming calls and legal inquiries.

**Education**

***Oxford Brookes University, Oxford***

Joint honours degree in Law (LLB) and Music (BA Hons). Degree classification achieved: 2:2

***Cardinal Wiseman 6<sup>th</sup> Form College, Middx***

5 A-D A-levels; Biology, English Language, Music, Music Technology, Religious Studies.

***Cardinal Wiseman High School, Middx***

13 A\*-C GCSE's including English (double award), Math and Science (double award).

**References available upon request.**