

Simone Andrews

Location: London | **Mobile:** 07535 419 487 | **Email:** simone_a_andrews@hotmail.co.uk

Personal Profile

I am an articulate and confident person who relishes challenges and working under pressure. I possess an ability to lead and motivate others, and I communicate comfortably at all levels. Whilst I have a clear and logical mind, I also boast a strong creative streak that allows me to find alternative solutions to complex problems and situations. A reliable and hard-working individual interested in a career in business management and/or finance.

Core Skills

- IT Systems: MS Suite (Excel, Word, PowerPoint, SharePoint)
- Leadership and Teamwork
- Critical thinking
- Highly disciplined and organised
- Excellent communication skills
- Problem solving analytical skills
- able to quickly identify issues and resolve them
- Project management skills – working to tight deadlines & strict specifications
- Able to act on initiative and take ownership of tasks
- Technically minded – naturally understand technology and stay abreast with new technological developments
- High integrity to deal with confidential information

Career Summary

Office Manager | Grand Motion

November 2019 – Present

A UK based luxury transportation service, offering bespoke VIP chauffeur services, corporate and private car hire.

Key Responsibilities and Achievements:

- Initial business set up. Including licences arrangements.
- Business branding; including website and logo design
- Managing the businesses finances and paperwork. Including business banking, VAT registration, payroll services
- Accounts. Continuous management of finances
- Inventory order and management
- Day to day running of business. Customer enquiries, compliance checks, licensing inspections, payroll management.

Assistant Store Leader | O2 Telefonica

April 2014 – March 2022

Seconded Store Leader | O2 Telefonica

April 2014 – July 2015

O2 is a leading digital communications company. Providing excellent customer service with a high level of product knowledge to achieve sales targets whilst ascertaining the individual needs of customers, during a customer-facing experience and enhancing the reputation of O2.

Key Responsibilities and Achievements:

- Create and analyse monthly performance reports to present at regional managerial meetings to enhance retail role solutions.
- Delivering regular, consistent and effective reviews and demonstrating effective coaching behaviours. To help to grow talent and succession within the store
- Led recruitment efforts and training of new employees to contribute to the improved store performance.
- Improved quarterly sales by 125% by maximising sales opportunities.
- Guaranteed customer satisfaction by acting as key contact for issue resolution and customer advocacy.
- Working towards targets and deadlines. Supporting store with targets
- Rota management. Maximising productivity in store and delivering store rotas in an effective and timely manner
- Ensuring store is adhering to key compliance requirements in relation to store standards, Health & Safety, cash management, security and stock management, FCA compliance, refunds and discounts
- Using in store systems to take ownership of compliance to deliver O2 policies and procedures

Guru | O2 Telefonica**September 2012 - April 2014****Key Responsibilities and Achievements:**

- Understanding customers' needs to ensure a solution is provided in a knowledgeable way
- Being empathetic when dealing with difficult situations. Demonstrating a range of techniques to keep calm when resolving customer concerns/complaints
- Resolving customers technical issues
- Networking in the local community to build networks and relationships. Researching, organising and delivering community event to create a desire buy
- Coaching and training team members in store
- Taking ownership for self-development; being up to date with latest technology and industry trends, products and services
- Confident use of store systems whilst looking for opportunities to be more efficient
- Key holder; Assisting with opening and closing of the store
- Engaging in all aspects of stock control and accountability
- Responsible to act up in absence of senior management

Concierge/ Advisor | O2 Telefonica**June 2010 - September 2012****Key Responsibilities and Achievements:**

- Becoming an expert in all things O2. Being passionate about o2s products, services and brand
- Delivering store targets - Building a rapport with every customer to create personalised recommendations that can enhance their digital lives.
- Using in store systems and working compliantly and adhering to O2 policies and processes
- Peer to peer coaching to really share best practice to help others

Office Manager | Ryan Interiors**April 2011 - Sept 2011**

Small family run interior design business. Delivering the supply and installation of fitted kitchens, bathrooms and bespoke bedroom furniture.

Key Responsibilities and Achievements:

- Managing the businesses finance and paperwork
- organizing payroll
- Business accounting set up, Timesheets, cash flows, balance sheets, invoices and work orders
- Business website set up
- Inventory order and management

Education/Qualifications/Technical Skills**CILT UK****Dec 2022**

Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) (VRQ)

West Thames College**Sept 2013 - Jul 2015**

Bookkeeping and Accounts Level 1

AAT Accounting Certificate Level 2

Richmond Upon Thames College**Sept 2009 - June 2012**

A Level - Financial Studies **BTEC Level 3** - Business Studies

Gumley House Convent School**Sept 2004 - June 2009**

GCSE - English Language (A), Food Tech (A), English Literature (B), Mathematics (B), Religious Education (B), Double Science (C), ICT (C), Business Studies (C), Drama (C)