



# HANNAH MCCULLOCH

PA/OFFICE MANAGER

## CONTACT

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## PROFILE

I am a driven and detail-oriented individual with excellent communication and proven leadership skills. I have gained extensive experience supporting senior executives in both large and small organisations and I am an excellent communicator. I have a natural ability to manage team members on all levels of the organisational structure. I consistently demonstrate the highest standards of professionalism and have a long track record of successfully driving my team to achieve maximum levels of performance. With my extensive experience and thirst for knowledge, I am eager to develop into a role where I can continue to draw on my strengths and take on new challenges.

## EXPERIENCE



### TSI - TURBO SERVICE INTERNATIONAL PA AND MARKETING ASSISTANT | JUN 2015 - PRESENT

This is a temporary position where I had the opportunity to work from September 2010 to February 2011 before taking up my role at The Harley Medical Group. I returned to TSI from June 2015 on a temporary basis where I have been working in the role of PA / Marketing assistant alongside partaking in an events management course which will result in a diploma upon completion and passing the course.

#### Responsibilities include:

- Providing general secretarial/administration and PA support to senior managers and directors
- Arranging conferences and meetings, attending them and taking the minutes
- Providing efficient data entry into team information systems as required.
- Managing diaries and making travel and accommodation arrangements.
- Writing customer service reports
- Maintaining the office filing system
- Invoicing/sales, purchase order entry using Exchequer accounting software
- Event planning
- Website designer for TSI - Tubbs Speed Innovation
- Managing and monitoring all social media platforms for the company



### TSI - TUBBS SPEED & INNOVATION MARKETING MANAGER | JUN 2016 - NOV 2016

TSI - Tubbs Speed & Innovation is a small secondary company from TSI - Turbo Service International that specialises in customising all models of Harley Davidson and other makes and models subject to consultation. In this role, I solely manage all aspects of marketing and web design.

#### Responsibilities include:

- Managing all marketing for the company
- Design and implement the overall branding for the company
- Carrying out effective research & intelligence into competitor products & other trends.
- Identify key marketing opportunities and event planning
- Managing and monitoring all social media platforms for the company
- Website designer



### THE HARLEY MEDICAL GROUP PA/OFFICE MANAGER | FEB 2011 - JUN 2015

PA to the surgeons and surgical administration manager for The Harley Medical Group at their Flagship Harley Street Clinic with overall responsibility for the management of the surgical administration team.

#### Responsibilities include:

- Managing the surgical administration team.
- Complex diary application and management for surgeons and practitioners.
- Producing documents, briefing papers, client reports and letters.

- Dealing with the clinics refund requests and liaising with accounts, ensuring all refunds and complaints are dealt with appropriately. Responding to clients in writing and updating trackers accordingly.
- Preparation and organisation of clinic meetings and training sessions
- Organising and Partaking in conference calls and taking minutes for feedback to local team and satellite clinics.
- Responsible for liaising with Head office regarding all facilities queries and meeting with contractors on site.
- Carrying out all risk assessments for the clinic and reporting to the clinical services director.
- Attending meetings with senior management and directors to Identify, plan and execute the implementation of new business ideas
- Meeting and greeting patients and visitors to the Clinic
- Monitoring inventory, office stock and ordering supplies as necessary
- Monitoring and updating staff personnel files, carrying out employee 121's and ensuring all training plans are up to date.
- Recruiting new members of staff and providing sufficient training if applicants are successful.
- Ensuring practitioners/nurses have up to date notes and lists for their day
- Carrying out monthly audits and reporting findings
- Observing balance reports and ensuring balances are settled before overdue dates.
- Verifying the end of day reports, banking cash takings and carrying out finance applications with clients.
- Chaperoning surgeons consultations and ensuring the surgeon's and patients have correctly completed all consent forms and presenting patients with copies of signed paperwork
- Fire marshal for the flagship clinic of 30+ staff, also in charge of scheduling and carrying out annual test evacuations and completing a report of the results.

LONDON SOUTHAMPTON



**CHANEL**

**FRAGRANCE SPECIALIST | SEP 2008 - SEP 2010**

Dior

**PARFUMS CHRISTIAN DIOR**

**SALES CONSULTANT | DEC 2006 - SEP 2008**



## EDUCATION

**THE GODOLPHIN SCHOOL**  
SALISBURY | 1999 - 2004  
9 GCSE'S, GRADE A\*-C

**PETER SYMONDS COLLEGE**  
WINCHESTER | 2004-2005  
4 AS LEVELS, GRADE B-C



## VOCATIONAL TRAINING

**ASHDOWN ACADEMY**  
EVENT MANAGEMENT COURSE  
JUNE 2016 - PRESENT

**HAMILTON MERCER**  
PROFESSIONAL RECEPTIONIST AND EXCEPTIONAL CUSTOMER SERVICE TRAINING  
2010

**HAMILTON MERCER**  
PROFESSIONAL TELEPHONE AND CUSTOMER SERVICE TRAINING  
2010

**CHANEL**  
FRAGRANCE SPECIALIST TRAINING COURSE  
2008

**BRUSHSTROKES**  
PROFESSIONAL MAKEUP AND HAIR COURSE - ITEC QUALIFICATION  
2005

## TECHNICAL PROFICIENCY



MICROSOFT WORD



MICROSOFT OUTLOOK



MICROSOFT EXCEL



GOOGLE APPS



MICROSOFT POWERPOINT



SOCIAL MEDIA



## SKILLS

CREATIVE CALLS FILING ADMINISTRATION  
CUSTOMER SERVICE  
ADAPTABILITY  
TRAINING MONEY MANAGEMENT  
GREETING DATA ENTRY MOTIVATION  
PROACTIVE CORRESPONDENCE  
COMMUNICATION ORDERS  
MARKETING MANAGEMENT  
REPORTS EFFICIENT MINUTES  
DIARY MANAGEMENT  
RECRUITING  
TRAVEL ARRANGEMENTS  
SOCIAL MEDIA USING PERSISTENT INITIATIVE  
INVOICING  
LOGICAL THINKING  
COMPLAINTS MEETING PLANNING  
MEET DEADLINES  
SECRETARIAL ASSERTIVENESS