

Donna Brown

<https://www.linkedin.com/in/donnambrownuk>

Personal Profile

I am a confident, highly motivated and enterprising provider of social media, marketing and business support services. An enthusiastic problem solver, I can constructively identify potential issues and work proactively to avoid or resolve them. I am an outstanding communicator who is always clear and informative across all levels and able to forge relationships with people from all professional and personal backgrounds. At all times, I am a natural organiser able to maintain composure and confidence during tight deadlines, bringing discipline and control to uncertain environments. Above all, I am a dedicated learner always adding to my skills and knowledge both in and out of work.

Experience

Self-Employed: Virtual Assistant (2011 to present)

- Researching and developing knowledge to stay on top of issues in the publishing world
- Developing visual and engaging resources such as presentations, blog posts and marketing materials
- Successfully providing committed assistance to a bestselling author for several years, with a demonstrated flexibility to working hours and workload management
- Providing high quality general support for a variety of tasks, ranging from blog/website management through to proofreading, social media support and blogger/reviewer outreach
- Building social media presence on multiple networks including Twitter, Facebook, Pinterest and Instagram
- Developing and implementing engaging and far reaching marketing and promotional ideas, including multi-author/blogger events online and giveaways

Barnsley College: Variable Hours Tutor (January 2016 to December 2016)

- Teaching in the Health Science and Social Care Professions department, delivering modules on safeguarding and understanding mental health amongst others
- Providing emergency cover as needed
- Developing assessment activities and providing robust assessment feedback

Kirklees Council: Business Support Officer (2007-2010)

- Accurately completing data processing of both school admission applications and nursery education funding applications, including cross checking information and investigating any data discrepancies
- Rapidly resolving complaints and acting on feedback, escalating issues as appropriate
- Liaising with nursery owners/managers to support their understanding of requirements and procedures
- Temporary secondment preparing and presenting school admission appeals, representing the local authority and submitting their case with consideration to legal, educational and welfare related concerns

RBS Insurance: Claims Supervisor (2003-2007)

- Communicating with and responding to policyholders and third parties (such as doctors, solicitors and employers) in order to investigate and settle claims
- Making sound decisions to resolve claims effectively and efficiently, including authorising payments for other staff members worth up to several thousand pounds
- Diplomatically explaining contractual obligations, including when the insurance company was unable to pay out due to policy conditions not being met or being breached
- Adhering to strict quality checks and observing all FSA and legal requirements

Mondaq: Legal Research Coordinator (2000-2001)

Yorkshire Post Newspapers: Marketing Secretary (1999-2000)

Calderdale College: Administration Assistant (1998-1999)

Education

University of Huddersfield (via University Campus Barnsley) (2015 to present)

Level 3 Award in Education and Training

Level 5 Certificate in Education (ongoing)

Open University (2002-2007)

Certificate in Social Sciences

Certificate in Natural Sciences

Additional modules: Biology, Creative writing, Technology, Politics, German

Ryburn Valley High School (1994-1998)

A Levels: English Literature, Business Studies, German, General Studies

GCSEs: English Literature, English, Science (Dbl Award), Mathematics, Business Studies, German, History

Core Text Word Processing: Up to and including Stage III Pt II

Skills

Writing: Letter writing, content creation, feature articles, reviewing, proofreading, copywriting, blogging

Platforms/Applications: WordPress, Canva, Buffer, Hootsuite, Dropbox, Microsoft Office, Goodreads, Twitter, Facebook, Pinterest, Vine, Instagram, ThingLink, Pearltrees, Pocket, Padlet

Other: Research, social networking, customer service, project management, problem solving, communication (written and oral), office administration, data analysis, complaint handling

Interests

I enjoy reading both fiction and non-fiction including books on psychology, history and sociology, all of which have enhanced my interest in and understanding of many subjects. I have written and self-published two novellas and a trio of short stories and I also blog. I have a keen interest in art and spent much of summer 2016 visiting museums and galleries across the UK. I also enjoy the theatre.