

## SUMMARY

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Energetic, articulate and detail-oriented communications professional with experience in local government reporting, stakeholder engagement, and digital content creation. A diligent and methodical thinker who thrives in engaging diverse audiences, people and publicity.

## SKILLS

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- **Company-focused:** Project Management, QDM, Stakeholder Relationships.
- **Journalism:** Data Analysis, Content Management, SEO, Editing, Photoshop, Adobe Premiere Pro, DaVinci Resolve, Interviewing, Presentation, Communications
- **Technical:** Google Trends, Google Analytics, Social Media, CMS Platforms, SharePoint.

## EXPERIENCE

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### Clearance Broker

Stansted, UK

FedEx

Oct 2023 – Present

- Supporting the daily management of import shipments inbound at Stansted Airport whilst following CAA and HMRC regulations and guidelines.
- Coordinate daily with internal stakeholders and external stakeholders handling high-profile entries and adapting to government framework changes, such as the Windsor Framework.
- Liaising with companies to ensure we have the correct documentation in a timely manner, reducing dwell time and any financial penalties.

### Journalist

National, UK

Freelance

Nov 2022 – Present

- Took on the opportunity to report on the 2024 General Election for ITN, providing live updates and feedback on the constituency assigned, Harlow, meeting members from various news outlets, such as the BBC.
- Publish feature articles on local council meetings and planning permissions, local town football and editing press releases received from TfL, Greater Anglia, and local residents.
- Monitor and provide upkeep for the *YourHarlow* news site via WordPress, optimising internal site structure and publications and assisting my editor with any future issues.
- Interviewed Dunstable Town players to gain an insight into mental health within sports; wrote feature articles on what Dunstable Town are doing for the local community; such as Christmas events.

### Sales Advisor

Harlow, UK

Virgin Media & O2

Nov 2021 – Sept 2023

- Ensure customer satisfaction by delivering on customer needs by finding suitable products
- Meet and deliver on KPIs, meet targets and ensure to exceed them before deadline

### Sales Assistant

Harlow, UK

Currys PLC

Nov 2019 – Nov 2021

- Support customers with purchases, manage tills and replenish stock when necessary.

## EDUCATION

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**BA Journalism and Creative Writing (Media)**

2:1 Upper Second Class Honours

**BTEC Business Diploma**

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