**Shona Ferguson**

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**Professional Profile**

Following on from experience gathered and as a graduate of a 1st Class Honours International Business degree, specializing in consumer behavior, I am now seeking to further my career. With over 6 years’ experience working across various international business enterprises, I have prided myself in providing an outstanding level of customer service. Possessing excellent interpersonal skills, I am adept at attending to the needs of clients and forever willing to go the extra mile to ensure customers are happy.

**Career Summary**

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| **June 2015 – Dec 2017** | **Senior Lettings Negotiator, Hamptons International, Clapham, London** |

* Consistently exceeding targets set whilst going above and beyond for customers
* Expertly negotiating offers and updating clients on current property market trends
* Extensive local market and competitor knowledge
* Helping to generate new business
* Organising files and documentation required prior to a tenancy commencing
* Corporate ambassador for the South West London Region, managing the relationship between the corporate

relocation team and over 12 Hamptons International branches to improve customer service and conversion rates

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| **Jan- June 2015** | **Trainee Lettings Negotiator, Hamptons Academy, Hamptons International, Pimlico & Westminster** |

* Completed a 5 month training academy in a fast paced branch
* Qualifying applicants with a high level of customer service and matching requirements to appropriate properties
* Carrying out viewings on properties and negotiating offers with landlords

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| **June– Dec 2014** | **Allocator to Merchandiser, Menswear Accessories,**  **House of Fraser Head Office London** |

* Identified and implemented agreed objectives to ensure optimum stock levels are maintained in stores
* Tracked orders and ensured smooth deliveries by liaising and maintaining strong relationships with suppliers
* Utilised excel and retail software on a daily basis, using complex functions to create and maintain spreadsheets
* Distributed stock to stores against agreed plans and communicated actions taken
* Presented weekly trading analysis at team meetings

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| **Jan-June 2014** | **Restaurant Supervisor, The Northumberland Arms,**  **Felton, Northumberland** |

* Helped execute and improve marketing & branding of a new business
* Supervised and implemented service standards in a newly opened restaurant and bar
* Lead the restaurant team in providing outstanding customer service
* Managed reservations and specialist customer requirements in an efficient and courteous manner
* Organised special parties and functions
* Competent in the content of extensive menus, daily Chef specials and wine lists

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| **2012-2013** | **AM Server, Sidecut, Four Seasons Resort & Hotel Whistler,**  **British Columbia, Canada** |

* Memorised specialist requirements for over 40 guests on rotating basis
* Ensuring service was 5 star luxury standard at all times
* Largest number of positive comment cards amongst wait staff
* Recommending and up-selling alternative breakfast items
* Advised guests on up-to-date activities and services available within the hotel

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| **2011-2012** | **Server, Café 21,**  **Newcastle Upon Tyne, UK** |

* Provided specialised customer experiences, e.g. table decorations, dietary requirements, suggesting wine pairings
* Built strong rapport with returning customers, pre-empting their wishes
* Liaising with customers resolving queries, handling complaints in a professional and courteous manner

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| **2011** | **Server, Hotel Villa les Rosiers, St Tropez, France** |

* Developed French language skills
* Responsible for organising breakfast buffet and lunch service
* Worked with very demanding international clientele in a pressurised atmosphere
* Adhered to four-star standard with attention to detail and excellent time management

**Education and Qualifications**

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| **B.A.** | **Bachelor of Arts – 1st Class Honours – International Business Management** |
|  | * *Northumbria University, Newcastle upon Tyne, UK* ***2008-2012*** * ***Skills developed:*** *Studied a large scope of business modules including finance, HR and marketing. Excellent team working, presentation and communication skills through group projects and international study. Further developed knowledge of other cultures and ability to work internationally. Completed a dissertation specialising in consumer behaviour in the wine industry.* |
| **A Levels** | 16th C. History – B Economics – C Maths - E ***2008*** *King Edward* VI *School, Morpeth* |
| **GCSE/s** | 9 A-C GCSE’s***2006*** *King Edward* VI *School, Morpeth* |

**Key Technical Skills**

* NFOPP Level 3 award: Residential letting and property management
* Conversational French.
* MS Office: Word, Excel, PowerPoint and Access.
* SPSS statistical software and specialised retail software.

**Special Achievements**

* Jeune Ambassadeurs (Young Ambassadors) for the Chamber of Commerce, Rhone- Alps Region, France. – Developed communication and networking skills by meeting local business entrepreneurs.
* Bronze Duke of Edinburgh Award –developed leadership skills to lead a team of volunteers in community projects.

**Personal Details**

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| **Driver:** | Full Clean Licence | |
| **Interests:** | * Skiing, cycling * International travel – includes extensive travel down the West Coast USA and Europe * Cookery, cinema & socialising |  |