

Estelle Jacobs

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Final year undergraduate in Business & Management with extensive experience of working in commercial environments and an interest in evaluating and analysing data to produce creative business solutions.

Currently seeking a graduate role related to business analysis.

Education

University of Portsmouth **BA Hons Business & Management** **Sept 2014 – present**

This degree has focused on the study of multiple business functions; developing an extensive understanding of how businesses operate, commercial awareness and extensive research skills.

Main subjects studied included:

- **Business Accounting:** gained an understanding of key concepts and techniques of accounting by interpreting an annual report for a specific company; utilising costing techniques and methods for analytical problem solving.
- **Business Operations and Systems Management:** participated in a range of activities to enhance knowledge of process management, supply network design and procurement and supply contracts. Explored short case studies, enabling application of taught content.
- **Quantitative Methods and Data Analysis:** advanced numerical skills and understanding of descriptive statistics and techniques to analyse data and interpret the results. Demonstrated excellent written communication skills by producing an extensive report looking at the modelling techniques used by a case study business.
- **Strategic Management:** utilised analytical techniques for project and change management, with a consideration of external and internal pressures on a case study organisation. Created a planning document which outlined project initiation, scheduling using PERT and CPM, resource allocation and project monitoring.
- **Business Analysis and Decision Making:** applied decision making and business planning principles, with a consideration of budgeting, pricing and costing. Participated in a group work assessment around a Business Simulation game leading to the development of an initial business plan, outlining business goals, and a final report analysing the team's performance and decision making processes.

Final Year Research Project:

Title ***"Consumer led demand in a challenging marketplace: Exploring high street trends."***

- The main objective of the project was to produce case studies that explored the way in which high street competitors are responding to the needs and increasing demands of customers both online and when visiting stores.
- The research required a creative approach to utilising different research techniques, such as online surveys and in-depth focus groups with employees and consumers.
- Resulted in a series of evidence-based recommendations that considered the positive approaches being adopted by a range of competitors.

Portsmouth College

4 A Levels A-C, including Business and Maths

Sept 2012 – July 2014

Portsmouth School

11 GCSEs A*-C, including English and Maths

Sept 2007 – July 2012

Relevant Experience

Hewlett Packard Enterprise **Business Development Placement** **July 2016 – July 2017**

- Received extensive training through the company's on-boarding course; participating in workshops, projects and professional and project management training in preparation for the role.
- Collaborated with colleagues and management to ensure client satisfaction by delivering high levels of customer service through complying with business operation procedures.
- Contributed to the development of the sales strategy by working as part of a small team reviewing the targets and financial implications of outstanding actions.
- Assisted in evaluating the information technology being used by client-facing teams, which led to the remodelling of several systems.

- Enhanced proficiency when using a range of software, including Seibel and Mind Manager; expanding knowledge in Customer Relationship Management and organising creative ideas through online tools.
- Acquired a valuable insight into the day to day running and strategic direction of Hewlett Packard; increasing commercial awareness of the company's competitors and customers.

Citizens Advice Gosport

Administrator Volunteer

Sept 2015 – June 2016

- Facilitated the effective administration of a series of workshops aiming to engage members of the public in GAIN – a national programme supporting benefit claimants in understanding changes in the welfare system.
- Arranged meetings, activities and events, including negotiating dates and times, booking venues and equipment; enhancing organisational skills through efficient management of multiple work tasks.
- Responded to email and telephone queries from members of the public and other stakeholders, ensuring a high level of customer service and developing interpersonal skills.
- Produced written reports for the project manager, as required – providing a breakdown of statistics to indicate uptake of the service and identifying new targets to improve service delivery.
- Streamlined processes for purchasing equipment and material to ensure that resources were available as required to support the project team.

Other Experience

Marks & Spencer

Customer Assistant

Dec 2015 – present

- Promote a range of products to the retailer's diverse customer base, offering further information and advice on the individual customer's purchase.
- Confidently engage with members of the public; dealing with a range of enquiries about the products.
- Competently deal with customer complaints related to products, ensuring that a satisfactory outcome is reached for all parties; delivering a high level of customer care.
- Conduct extensive research to ensure a sound understanding of the business and the different departments in store, in addition to knowing about competitors.
- Reconcile the cash float at the end of the working day; following detailed financial procedures.
- Work effectively as part of a team to present products through visual sales, aiming to increase sales and revenue.

Whites Property Maintenance

Office Assistant

Sept 2013 – Aug 2014

- Managed incoming calls from members of the public; making a quick assessment of their needs.
- Logged and raised new jobs using the company's online system, enhancing the development of computer skills.
- Utilised Microsoft Office and Outlook to carry out general duties, such as compiling new job logs and monitoring finances.
- Demonstrated excellent ability to prioritise workload and multiple tasks based on meeting the needs of the business in a busy and pressured work environment.

Additional Information

- Full clean driving licence
- Willing to travel based on the requirements of the role

Interests

- Active member of the Enterprise Society – attend a wide range of events, talks and workshops; networking with likeminded entrepreneurs to develop and share business ideas and solutions.
- Regularly attend the gym and attend Park Run events in the local community.

References available on request