**Anna Burgess**

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07554078946

annajaneburgess@gmail.com

**Personal Details**

D.O.B: 22.03.1986

Nationality: British

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| **Personal Profile:**A self-motivated and hard working post-graduate with experience in various fields of work. Able to use own initiative and work as part of a team. An effective communicator with competent IT skills. Able to adapt to different working environments and acquire new skills quickly and easily.  |
| **Key Skills:*** IT literate, with Key Skills qualifications in IT and Communication,
* Excellent customer service skills,
* Able to type and have Audio Typing experience,
* Comprehensive use of Microsoft Office, including Word, Excel and PowerPoint.
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Employment History

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| **March 2008- Present** Transworld Publishers International Sales and Marketing  Coordinator |
| Key Responsibilities: |
| In this role I provide support to the Sales Manager and our sales reps based around the world. I am the first point of contact for our customers in Asia and the Middle East, and liaise with them daily to deal with orders, claims and returns. I work alongside our Marketing Manager to produce marketing materials for various campaigns; I produce a monthly CD Sales Kit; and send out a monthly e-newsletter to customers in South East Asia to keep them up to date with any changes to our publishing schedule. I also have the responsibility of submitting titles to our distributor in the US and producing PowerPoint presentations for sales meetings. I have presented titles at our twice-yearly sales conferences and take an active interest in our lists. Last year I was involved in the publication of the biggest selling adult hardback novel of all time. Alongside the above specific responsibilities, I provide general admin support to the department, and take on large scale book proof mailings and fortnightly courier mailings to our Group Companies in Australia, New Zealand, South Africa, India and Canada.  |

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| **August 2007- January 2008**(reason for leaving: redundancy) | Satin Publications (trading under Vision Paperbacks)Sales and Marketing Assistant |
| Key Responsibilities: |
| I joined Vision publishers as an un-paid intern in July 2007 for a 6 week placement. After 3 weeks I was offered a job as Sales and Marketing Assistant. As assistant to the Sales Director this role included general office management along with more specific and challenging tasks. I was placed in charge of website management, set up a new profit making initiative online, was placed in charge of viral marketing campaigns. I have written and produced both sales and publicity materials (including press releases), working closely alongside our Publicity Manager. I liaised regularly with both sales representatives and distribution staff, spending a day both at our warehouse and out with one of our representatives- experiences which I feel gave me a much greater understanding of publishing as a whole. It was my task to prepare the company for their trip to the Frankfurt Book Fair, and I accompanied the Publicity Manager to author talks and book launches, helping to publicise and sell the books. With Vision being a very small company, I was able to grasp a clear understanding of all major roles, including editorial and publicity.  |

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| **June 2005- August 2005****July 2006 –September 2006****May 2007-June 2007** | Leicester Money AdviceAdministration Assistant and Audio Typist  |
| Key Responsibilities: |
| During my first period of work at Leicester Money Advice my main duties were general administrative support work within the admin team. However, I soon became involved in front-line work assisting with reception, dealing with telephone enquiries, and typing. The work involved listening to dictations and producing letters and reports, making sure that all information was correct and the corresponding attachments were forwarded. Along with this, I operated the reception telephone and desk, dealing with clients who came to the office for interviews or other reasons. I also had photocopying, filing, mail and stock maintenance responsibilities. |

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| **September 2005- June 2007** | The Mayfair Hotel LTD/The BevvyBar staff |

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| **July 2005- August 2005** | S.N.I.P.S (Special Needs Integration Projects)Play Scheme Support Worker |
| Key Responsibilities: |
| I worked with S.N.I.P.S over a three-week period in my summer vacation, working mainly with children aged 13-17, two days a week. I was responsible for the children placed in my care, and this could either be in groups or 1:1The time I spent with the children at S.N.I.P.S gave me a much greater awareness of the importance and meaning of equal opportunities, something I feel is very valuable to have an understanding of.  |

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| **September 2002- May 2003** | Arden Direct Marketing Ltd.Call Centre Operator |
| Key Responsibilities: |
| Main responsibility was to receive orders from clients for various brochures which were posted out. This required a clear understanding of and ability to use the computer system for processing and tracking orders; dealing with customer enquiries and resolving problems; operating a basic telephone switchboard.  |

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| **Other Work** |
| For two years I volunteered for a local radio station in Leicester, and had my own Saturday morning breakfast show on FM frequency. Takeover Radio was a radio station marketed to children, and during my time with Takeover I attended awards ceremonies such as the Children’s BAFTA’s and the Disney Channel awards as a member of the press. Whilst at university I wrote two articles for the student newspaper. I previously produced a quiz for Gillingham Football Club’s Match Day Magazine, and have previously written an article for their Talking Point feature- a feature designed to encourage debate about the world of football. More recently I have also taken up a voluntary position for the charity Kids Company, working jointly with another volunteer to produce their quarterly Volunteer’s Newsletter. |

**Education**

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| **September 2004- June 2007**University of Hull**September** **2002-** **June** **2004**Wyggeston and Queen Elizabeth 1st College**September 2000- July 2002**John Cleveland College | BA Hons English (2:1)AS Levels in General Studies (C) and Philosophy (E)A Levels in English Language (B), Sociology (B) and Politics (D)GCSE’s in English Language, English Literature, Double Science, Religious Education, French, Humanities, Textiles, Art, Maths and Economics.  |

**Hobbies and Interests**

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| I have had a keen interest in dance from a young age, and danced Ballet for around fifteen years. I enjoy swimming as a form of exercise as well as being a member of my local gym. My degree course was in English Literature, for which I retain a great interest in and enjoying reading a variety of books. Whilst in college I gained the Duke of Edinburgh Silver award. At University, I was a member of the Netball League team, took part in productions organised by the Women’s Society, and wrote articles for the Student Union newspaper. I have studied conversational Spanish and enjoy the cinema, theatre, music, food and travel.  |

**Referees**

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| 1. Sheena Dewan Publisher Satin Publications Ltd 1st Floor, Dominion House 101 Southwark Street London SE1 0JF | 2. Verity SusmanKids Company1 Kenbury GardensLondon SE5 9BS |