

PROFESSIONAL EXPERIENCE

Development & People Operations Lead (*Technical Specialist*) - Apple | September 2023 – December 2025

- Delivered hands-on operational support in a high-volume, regulated service environment
- Supported daily service operations including queue flow, prioritisation, and escalation handling
- Introduced structured, technology-supported documentation practices to improve service flow and multitasking accuracy, reducing average session time by four minutes (20%)
- Supported onboarding and development of junior staff through training and mentoring
- Maintained operational documentation and service records to support consistency and compliance
- Acted as a reliable on-site operational presence, exercising judgement and escalating appropriately

Results

- Increased service ownership and conversion metrics by 7%
- Reduced team-wide service queue wait times by 5%

Operations & Service Delivery Coordinator (*Sales Specialist*) - Apple | July 2022 – September 2023

- Supported day-to-day operational delivery across service and sales environments
- Coordinated workflows and logistics to improve purchase-to-setup efficiency
- Maintained accurate records to support reporting and operational tracking
- Delivered structured consultations aligned with organisational procedures

Results

- Maintained 98% customer satisfaction ratings across three fiscal quarters
- Reduced purchase-to-setup time by 25%
- Increased accessory conversion with purchase by 10%

CORE SKILLS

- Operations and service delivery management
- Technology-enabled workflow support and tool adoption
- Data-informed process improvement and optimisation
- People operations and onboarding support
- Team training, mentoring, and capability development
- Process design, documentation, and workflow management
- Reporting, record-keeping, and compliance awareness
- Project planning, delivery, and coordination
- Audio and visual content production and editorial coordination
- Stylistic awareness of current media trends and future forecasting

OPERATIONS, COMMUNICATIONS & CREATIVE EXPERIENCE

Operations & Creative Project Manager (*Freelance Fashion and Creative Production*) | 2015 – Present

- Managed end-to-end delivery of creative projects including planning, scheduling, logistics, and execution
- Coordinated suppliers and contributors to meet timelines and quality standards
- Maintained project documentation and delivery schedules
- Delivered projects within operational and budget constraints

Podcast Producer & Editor (*Threads of Conversation*) | 2024 – Present

- Edited audio and visual content to ensure clarity, consistency, and professional standards
- Coordinated contributors and managed production timelines
- Supported clear communication aligned with organisational and audience needs

HIGHER EDUCATION OPERATIONS & LEADERSHIP EXPERIENCE

Vice President – Music Society

Middlesex College

- Supported day-to-day operations of a small organisation, including scheduling and coordination
- Acted as a consistent point of contact between members, leadership, and external contributors
- Helped establish clear and workable ways of operating within a volunteer-led team

Operations & Recruitment Coordinator

Rutgers University

- Coordinated recruitment, onboarding, and role allocation for student-led initiatives
- Managed scheduling, communications, and operational logistics across teams
- Supported leadership with documentation, continuity, and handover between terms

Designer & Production Assistant

Rutgers University / Middlesex University

- Supported planning, logistics, and delivery of institutional and creative events
- Coordinated contributors and production elements to meet timelines and quality standards
- Assisted with setup, execution, and post-event wrap-up

EDUCATION

Rutgers University; New Brunswick, NJ

Bachelor of Arts, Human Resource Management & History

Magna Cum Laude

- *Capstone:* Designed and delivered a micro-learning session to improve procedural readiness and performance in customer-facing organisations.

ADDITIONAL INFORMATION

- British citizen; eligible to work in the UK and United States and will not require any future visa sponsorship
- Comfortable working extended or irregular hours to support organisational needs
- Experienced operating independently in lean, transitional environments