



# Rebecca Marsh

## Junior Executive PA

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Business Administration graduate from Nottingham Trent University with **6 months of C suite support experience** at Experian. Managed diaries for **2 directors**, coordinating **35+ meetings per week** and arranging **12 international trips** with zero errors. Skilled in Outlook, SharePoint, and SAP Concur.

## Experience

### Executive Assistant (Placement), Experian, Nottingham

Jul 2024 – Dec 2024

Supported two directors in the UK Consumer Services division during a 6 month university placement.

- Managed diaries for **2 directors**, scheduling and rescheduling **35+ meetings per week** across UK and international time zones
  - Reduced meeting scheduling conflicts by **40%** by introducing a colour coded booking system in Outlook
- Arranged **12 international business trips** including flights, hotels, visas, and ground transport with **zero booking errors**
- Processed an average of **150+ emails per day** on behalf of both directors, drafting responses and flagging urgent items

### Retail Assistant (Part-time), John Lewis, Nottingham

Oct 2022 – Jun 2024

Part-time sales floor role at the Victoria Centre branch during university.

- Assisted an average of **40 customers per shift** in the homewares department
- Maintained a customer satisfaction score of **94%** across quarterly feedback surveys

## Education

### BA (Hons) Business Administration in Business Administration, Nottingham Trent University, Nottingham

Sep 2022 – Jun 2025

2:1 (63%). Modules included Organisational Behaviour, Business Communications, and Professional Development. Achieved 72% in the Business Communications module.

## Skills

Diary Management • Microsoft Outlook • Microsoft Excel • SharePoint • SAP Concur • Travel Coordination • Inbox Management • Meeting Minutes • Document Formatting • Stakeholder Communication • Expense Processing • Confidential Filing

## Certifications

### Microsoft Office Specialist: Outlook Associate, Microsoft

May 2024

### IWFM Level 2 Award in Facilities Services, Institute of Workplace and Facilities Management

Sep 2024

## Languages

English - Native • French - Intermediate

## Projects

### Vice Chancellor's Events Coordination

Jan 2024 – Jun 2024

Coordinated logistics for **6 university events** hosted by the Vice Chancellor's office, managing guest lists of up to **200 attendees** and liaising with **8 external suppliers**.

### Student Admin Digitisation Project

Oct 2023 – Feb 2024

Digitised **450 paper records** for the Business School office, creating a SharePoint filing system that reduced document retrieval time by **60%**.

## References

**Karen Whitfield**, Office Manager, Experian UK, available on request, available on request

## Extra Curricular Activity

### NTU Student Union Secretary

Sep 2023 – Jun 2024

Took minutes at **24 committee meetings** over the academic year and distributed agendas to **15 board members** within 48 hours of each meeting.

### Campus Tour Guide

Jan 2023 – Jun 2025

Led **50+ campus tours** for prospective students and their families, covering groups of up to **30 people** on open days.