

STEPHANIE A. PRIEST

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Office Manager · Team Operations Lead · Studio Coordinator

As an operations-minded professional, my forte is looking after people, departments and environments to help teams function at their best. I bring a steady, organised presence and a practical intelligence that comes from years of diverse, multi-sector, real-world experience across business ownership, banking, care, education, retail and customer service in the UK and USA.

My strength is seeing how things work - or don't work. With a Gemba-style approach to systems, processes, websites and physical spaces I look for friction, confusion or unnecessary steps, then I fix them to make environments smoother, clearer, and easier for everyone.

People trust me because I am calm, adaptable and organised (yet fun!) and I get things done without fuss. I am at my best when I'm supporting people and I thrive in **forward-thinking, proactive** and **creative** environments.

SKILLSET

- **OPERATIONS:** project coordination, store management, resource planning, supplier liaison, inventory control, team coordination, quality assurance, budgets, logistics
- **DIGITAL:** content creation, SEO awareness, WordPress, Canva, email campaigns, Microsoft 365, YouTube channel, online courses, social presence and humane use of AI
- **ADMIN:** Diary and time management, databases, document handling, record-keeping, travel arrangements, events, conferences, information compliance, GDPR awareness
- **PROCESS:** Waste and cost reduction, efficiency, streamlining, workflow mapping, health & safety awareness, policy implementation, creating calm and harmonious environments
- **COMMUNICATION:** Clear and professional written and verbal communication, stakeholder updates, lectures, group workshops, tutorials, business client liaison
- **PEOPLE:** Onboarding, training, motivation, mentoring, pastoral and wellbeing support, team building, customer care, recruitment assistance, cross-department collaboration
- **CREATIVITY:** Content design, storytelling, visual communication, branding strategy, layout design, marketing, photography, graphics - and awesome PowerPoints

TIMELINE

2023 - 2026	Reception Administrator - National Veterinary Services Ltd, Stoke-on-Trent Receptionist and support to the Executive Assistant
2022 - 2023	Temporary Agency Assignments - Staffordshire & Cheshire Audi, Land Rover, Dairyfields, JT Blakemans, Rapiscan, Carltons Catering
2016 - 2021	Business: Viva Ukulele - Stoke on Trent Group classes, individual coaching, online courses and tutorials
2015 - ongoing	Business: VIP Pet Care - nationwide locations Exclusive, licenced home-boarding and pet-sitting service
2012 - 2016	SEN Learning Support Assistant - Newcastle-under-Lyme College Assisting students with Asperger's, ASD, hearing impairments
2010 - 2012	Administrator - Avalon Blinds, Stoke-on-Trent Supporting the Directors of manufacturing business
2006 - 2010	Lecturer in Media & Photography - Stoke-on-Trent College Course Team Leader, graphics, film, art, photography
2005 - 2006	Business: Carer - Stoke on Trent Home care support to elderly clients, Stoke-on-Trent (transitioning son into full time education)
2003 - 2005	Full-Time Student - Staffordshire University HND Media & Photography - career redirection after son was born
2002 - 2003	Project Assistant - Britannia Building Society, Leek, Staffs Assistant to IT Director
2001 - 2002	Housekeeper & Nanny - Beaconsfield, Buckinghamshire Private household of a TV executive
1999 - 2001	Store Manager - The Holiday Shoppe, San Francisco, USA Managed 2 stores, 3 staff in busy retail Christmas stores in high traffic tourist locations.
1997 - 1999	Secretary - Lehman Brothers Inc., London Support for 3 investment bankers in mergers, acquisitions, financial takeovers
Pre-1997	Personal Assistant - NatWest Bank plc, Reading, Berks: PA to head of Primeline, personal banking division Showroom Manager - Grosvenor House Interiors, Stoke on Trent: Assisting the directors of interior design company Showroom Assistant - SJ Dixon & Son, Stoke on Trent: assisting with products and services for interior renovations

EDUCATION

- **MA Creative Writing** - In application at MMU
- **L5 Dip - Performance Coaching** - Simply Changing Ltd
- **NLP Practitioner** - Stoke-on-Trent College
- **University Cert. in Counselling** - Staffordshire University
- **PTLLS (Teaching qualification)** - Staffordshire University
- **HND Media & Photography** - Staffordshire University
- **Diploma in Office Administration** - Maryhill & Clough Hall 6th Form
- **O Levels - English Language & Literature, Maths, Physics and Art** - Maryhill Comprehensive School

Plus a wide range of CPD and Training gained at a variety of workplaces

BEYOND THE CV



I've recently started to learn Welsh because I love visiting Wales for holidays and I wanted a challenge. Mae'n BEDNANT yn her! (It is DEFINITELY a challenge!).



Once a year I go completely off-grid...me, a tent, a one-ring stove and no phone...or straighteners.



Jamming with friends and the occasional open-mic, playing my ukulele and sometimes even singing.



Themed trips influenced by TV and film, this year we did: *Ted Lasso's London*.



MA in Creative Writing, to help re-start my blog and build an education platform.



I've always got a book with me, my friend and I describe ourselves as Mythobiblectiophiles! Current book is *The Field* by L. McTaggart, exploring the connection between quantum mechanics and consciousness.

BUSINESS TESTIMONIALS: stephaniepriest.com