



Joyce Guinness

Personal Profile

Self-motivated, driven and adaptable, I am responsive to change, committed, thorough, focused and used to working well under pressure in different and challenging environments. I have developed strong communication skills along with excellent planning, organisational and interpersonal skills. I am able to relate effectively at all levels and as a result, I am quick and keen to learn new skills.

Career History

Dec 2020 – Present **Investment Bank, London**
PA/Team Assistant

- Full trading floor and desk support to Head of Equity Sales, Head of Equity Trading and their teams
- Co-ordinating the trading floor telephones, filtering calls and accurately relaying messages
- Managing all roadshow logistics and budget (internal, client and company management travel arrangements; cars, hotels, meeting schedules and locations, lunches, dinners, private jets)
- Complex travel coordination and visa arrangements for the sales and trading teams including flights, car and hotel bookings, visa arrangements and providing relevant business justifications for approval
- Arranging conference/video calls to maintain communication with global sales/research teams
- Managing distribution of research across both Europe and the US
- Maintaining client databases via Excel and Outlook / overseeing a total overhaul
- Integral part of the EMEA conference and marketing team, organising events for investors both in the UK and abroad, travelling abroad for the operational assistance and production of conferences
- Processing travel expenses (cash & Amex) and invoices for the sales team
- Managing the teams' weekly departmental diary in Outlook and European marketing calendars
- Production of internal, client and investor presentations including printing and binding
- Maintaining holiday leave file and subsequent coordination of trading floor cover

May 20017 – Nov 20020 **Property Company, London**
Receptionist

- Meeting and greeting clients
- Taking details from prospective buyers
- Booking out, giving out and ensuring the return of sales keys
- Booking meetings and boardrooms
- Updating and maintaining databases
- Helping organise office/client functions
- Booking couriers and international couriers
- Helping prepare property particulars

- Supporting the Sales and Lettings Teams with any additional administration duties
- Weekly invoicing

Dec 20016 - April 20017 **Ski Company, France**
Chalet Host

- Acted as the main interface between the customers and the company
- Developed excellent interpersonal skills dealing with customers and other staff

July 2015 - Sept 2016 **Recruitment Company, Guildford**
Office Administrator (temp)

- Directing enquiries and providing a professional first point of contact
- Meeting and greeting clients and offering in-house corporate hospitality
- Directing incoming calls and enquiries to the appropriate teams ensuring an efficient service
- Managing weekly payroll on the in-house IT system
- Strengthened my customer relations skills – both written and spoken
- Dealing with temporary contracts and liaising with clients and candidates

Education and Qualifications

2012 – 2015 **University**
 BA (Hons) English - 2:1

2004 – 2012 **School**
 3 A-levels: English – A, Maths – A, French – A
 10 GCSEs (A* - B)

Skills

- Proficient knowledge of Microsoft office (Word, Excel, PowerPoint, Outlook) 60 wpm.
- Excellent communication and organisational skills
- Good time management skills
- Full, clean driving license
- Duke of Edinburgh Bronze award
- Young enterprise company member
- Cordon Bleu cookery course at Tante Marie, Woking. September 2008-November 2008

Interests

- Many sports particularly skiing, netball and horse riding
- Eventing - completed as a Junior & Young Rider in British Showjumping
- Theatre, music, cooking and entertaining friends, meeting and socialising with new people

Referees available upon request