

Fabienne Wilkinson

Personal Statement

A highly enthusiastic person who can adapt to change quickly. Honest and reliable with a self-motivated flexible nature. A friendly, outgoing person with excellent communication skills makes me a well-respected member of the team.

Work History Youth Hostel Association

Job Title: Team Assistant/Receptionist

June 2019 – present day

- Welcome and greet guests, confirm reservations, explain hotel amenities, give directions to rooms, and produce room keys;
- Responsible for telephone and online bookings/queries, allocate bookings to appropriate rooms and arranging special requests;
- Handling complaints and escalating to the necessary manager when appropriate;
- Responding to online reviews;
- Responsible for processing card/cash payments, cash drop and expenses;
- Using a complex computer system to make and change reservations;
- Responding to guest emails, provide email receipts, booking confirmations etc;
- Preparing restaurant for service and serving breakfast to guests;
- Responsible for meeting room bookings, setting up of meeting rooms, welcoming guests, serving refreshments and arranging lunches.
- Arranging courier and taxis for guests.

PepsiCo International Limited

Job Title: Paralegal May 2017 –

April 2018

- Established position as the key contact for all marketing promotional legal issues and provided necessary support to ensure compliance;
- Provided legal support and approvals with all key promotional activities and supporting the Legal Director of marketing;
- Conducted quarterly reviews of competitor product claims both in advertising and on-pack products and provided legal support concerning any challenges;
- Created legal template guides for the stakeholder client to improve approval turnaround;
- Reviewed ASA rulings and ensured team were updated on relevant rulings and presented findings at the legal monthly meetings;
- Reviewed all marketing standard form templates and updated as required;
- Attended weekly Marketing Legal drop-in sessions with the stakeholder client;
- Assisted with the creation and delivery of marketing training and the legal marketing update emails.
- Managed notifications of fraudulent promotion activity and reported to authorities as appropriate

PepsiCo International Limited Job title: Legal Executive Assistant to Vice President General Counsel May 2016 - May 2017 - Covering maternity post

The same responsibilities in my previous PA post with the addition of:

- Lead role in coordinating European Legal Team;
- Managed budget controls with European Legal Team; Managed legal fee reporting data;
- Managed and coordinated legal sector meetings;
- Manage monthly sector reporting;
- Corporate Office Facilities/Office Management

PepsiCo International Limited Job title: Legal Personal Assistant to Senior Legal Director April 2015 – May 2016

- First point of contact for the office;
- Extensive diary management, booking and amending meetings and multitasking and prioritising appointments;
- Managed requirements for all meetings including participants, location, catering, equipment, and any pre-read materials. Effectively communicating details to all relevant parties and ensuring all requirements are set before and met on the day of the meeting, resolving and communicating amendments if necessary;
- Coordinated and managed travel including booking flights, hotels, transfers, currency, visas etc.
- Ownership of itinerary changes and resultant of knock-on effects to ensure the best options are always secured;
- Responsible for the processing of legal fees, actively managing the budget and costs for the legal functioning including external legal spend, travel and entertainment, and general office costs;
- Ensuring all invoices are submitted to receive prompt payment and pro-actively following up with accounts payable as and when required;
- People management to include sickness and holiday tracking, completion of expense claims and resolving day-to-day operational issues such as mobile phones and new starter induction packs;
- Coordinator of team meetings, preparing agendas and ensuring all set actions are met by the next meeting;
- Supported the legal function in the review and sign off of promotional materials to include terms and conditions of contracts;
- Produced documents, letters, emails and presentations to PepsiCo standards;
- Assisted the employment counsel with employment tribunal claims, liaising and instructing external counsel, preparing tribunal bundles and indexes, drafting witness statements and settlement agreements, diarising crucial dates and ensuring none are missed.

Intelligent Office (Bevan Brittan Solicitors)

**Job Title: Legal Team Assistant
March 2013 – March 2014**

- Assisted the clinical risk team consisting of eighteen partners, associates, solicitors and trainees with administrative and secretarial needs;
- Drafted and proofreading all documents and letters before being sent;
- Responsible for filing legal documents at court;
- Encrypting all documents to comply with security procedures;
- Booking travel including hotel stays, taxis and train tickets for all members of staff;
- Arranging couriers and compiling and submitting expense claims;
- Maintaining the extensive database;
- Diary management, organising, liaising meetings, preparing board rooms;
- Answering all calls, transferring or taking messages as required;
- Dealing with a prestigious private client daily;
- Uploading quarterly reports, medical reports and documents to the client's database in readiness of approval.

Gordons Partnership LLP Job Title: Legal Secretary/PA/Administrator to Healthcare Department May 2012 – February 2014

- Assisted the healthcare team of three partners, two associates, four assistant solicitors, one trainee and training additional support staff as and when required.
- Prepared court bundles, forms and documents;
- Provided general administration to the team including drafting letters and emails, opening files, scanning and distributing post, arranging travel, control of all fee earners diaries, arranging meetings including complex multi-party conferences with counsel/experts, arranging first initial meetings between our private client and its members, monitoring staff CPD compliance and arranging seminars to gain CPD points, preparing all expense claims, preparing agendas and taking notes at monthly meetings, stationery ordering and preparation of all meeting rooms including taxi arrangements and lunches;
- Prepared PowerPoint presentations for the partners to present at meetings;
- Receptionist for healthcare department and first point of contact for our clients;
- Assigned quarterly billing, amending time cards, raising fee notes, resolving queries, raising credit notes for all matters;
- Being the first point of contact for IT and telephone problems.
- As my CILEX career developed I was also given further tasks such as; filing documents at court, drafting summaries of experts' reports and witness statements.

Hanover Aviation Ltd Job Title: Personal Assistant to Directors September 2011 to May 2012

- Being the first point of contact to clients and visitors at all levels of seniority and to include reception duties;
- Organised meetings and conferences and ensured the manager is well-prepared for meetings by proofreading documents and pre-checking travel arrangements before departure;
- Various other administrative duties such as filing, photocopying, scanning;
- Audio typing to produce documents, letters, reports and presentations;
- Personal PA duties;
- Responsible for implementing HR procedures with help from NatWest Mentor, commencing and

advising directors on redundancies and terminations and how to proceed, calculating redundancy payouts using software;

- Drafting employment contracts, company policies and amending the company handbook to the required need. Maintaining the employees holidays and absence records;
- Responsible for all H&S for the company, creating risk assessments and office policies to ensure we are compliant.

Regus Job Title: Senior Customer Service

Representative March 2009 - Sept 2011

- Being the first point of contact for over 80 in house and external clients, dealing with maintenance problems and handling client complaints daily, fixing and preparing all basic office machines, photocopier, fax, printer etc.
- Reception duties; sorting and distributing post, and undertaking various administrative works for all clients, managing a very busy switchboard, meeting and greeting all clients' visitors and guests and meeting room clients.
- Meeting Room Champion', a delegated role where I have the responsibility of meeting rooms which includes, arranging and preparing the meeting room to a specific instruction, meeting and greeting all clients, arranging and installing telephone and IT lines, ordering and setting up catering.
- Managing staff below and making sure their needs and supports are met, training new starters to Regus' high standards and encouraging staff to meet their targets.
- Credit Control responsibility for all payments and invoices with regards to meeting rooms and meeting my sales targets every quarter.
- Promotion to Senior included the responsibility of debt for the centre; the duties of this responsibility are:
 - Liaising with our accounts branch; ○ Chasing clients' payments; ○ Meeting with clients to discuss their account status; ○ Updating records daily using our accounts software.

Beech Jones De Lloyd Solicitors Job Title:

**Receptionist/ Junior Legal Secretary April 2008-
November 2008**

- Being the first point of contact to clients;
- Performing all reception duties together with preparing boardrooms for meetings and conferences, organising meetings, conferences, hotels and telephone hearings;
- Prepared court bundles, audio typing letters and various other legal documentation;
- Ensured client details are updated on the company database;
- Archive management
- Liaised with different counsels, solicitors and courts etc;
- Open/close files and responsible for supplies of the office.