



## 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 2009 – Present**

**Investment Bank, EC2  
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 road show 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 the relevant business justifications for approval
- Organising client entertainment as requested and on behalf of the Head of Sales and Head of Trading
- Arranging conference calls and video conference calls to maintain communication with the sales and research teams in Austria, Moscow and Milan
- Managing distribution of research across both Europe and the US
- Maintaining all client databases via Excel and Outlook, as well as overseeing a total overhaul of the same
- 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 ensuring the appropriate equity sales people and traders available to attend meetings
- Production of internal, client and investor presentations including printing and binding
- Maintaining holiday leave file and subsequent coordination of trading floor cover

**May 2009 – Nov 2009**

**Property Company, Sloane Street  
Receptionist**

- Meeting and greeting clients
- Taking details from prospective buyers
- Booking out, giving out and ensuring return of sales keys
- Booking meeting and boardrooms
- Maintaining general tidiness of reception and stationery room
- Updating and maintaining databases
- Keeping reception brochures/property magazines up to date
- Ordering of stationery
- 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 2008 - April 2009**

**Ski Company, Meribel, France  
Chalet Host**

- Acted as the main interface between the customers and the company
- Developed excellent interpersonal skills dealing with customers and other staff
- Accentuated my drive, enthusiasm and sheer dedication to customer service

**July 2007 - Sept 2008**

**Recruitment Company, Guildford  
Office Administrator**

- 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
- Daily filing
- Strengthened my customer relations skills – both written and spoken
- Dealing with temporary contracts and liaising with clients and candidates

**June 2007 – July 2007**

**Example College, Guildford  
Schools Liaison and Events Management (Temporary)**

- Providing vital administrative support to the team
- Responsible for organising various parents open evenings and a taster day for year 10 students to encourage them onto vocational courses
- Directing incoming calls and enquiries to the appropriate teams ensuring an efficient service
- Taking minutes throughout meetings and distributing accordingly

**Jan 2007**

**Property Company  
Marketing Assistant**

- Assistant to the Marketing Manager on a regional marketing project
- Worked to tight deadlines, so accuracy in time management was essential

**Education and Qualifications**

**2005 – 2008**

**University**  
BA (Hons) English - 2:1

**1996 – 2004**

**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.
- Enthusiastic and supportive team player
- Excellent communication and organisational skills
- Good time management skills

**Achievements and Additional Qualifications**

- Full, clean driving licence
- 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. Completed as a Junior Young Rider in British Eventing.
- Theatre, music, cooking and entertaining friends, meeting and socialising with new people.

**Referees available upon request**