

Léa Gérard



A hard-working, reliable individual with unstoppable enthusiasm for people, customer service and fast-paced surroundings. Has a love of nature, art and design; happiest when working in a team and producing positive results.

CONTACT



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SKILLS

Organisation, administration

Team management, multitasking

Adaptability

Working under pressure

Interpersonal skills

Managing and training others

Leadership skills

Detail and information-oriented

EDUCATION

GCSEs; A in English, B in Maths
13 total; 4 As, 8 Bs & 1 C grade
Tuxford Secondary School | 2010 - 2013

A-Levels; ICT, History, Product Design, Graphic Design
5 total; 2 AS Levels & 3 A2 Levels
Tuxford Academy | 2013 – 2014

FdSc (Hons) Wildlife Conservation
Nottingham Trent University, 2:1
Grade

CURRENT EMPLOYMENT

Visitor Services | Sept 2021 - present
Sherwood Pines, Forestry England, Clipstone

- Customer facing role serving all visitors onsite with trail maps, directions, information, answering queries and making sales
- Assisting rangers on trail work maintenance using a variety of tools
- Maintaining site cleanliness and conducting facility checks
- Office administration and organisation
- Daily financials and weekly banking
- Allocated regular design projects; designing posters for onsite promotions, events and recently designing the disc golf designs to a brief that are now being sold to visitors
- Tasked with editing and updating existing maps and signage

PAST WORK EXPERIENCE

Chilled Product Maintenance, Charity Organiser | 2016 - present
The Co-operative, Southwell, Nottinghamshire

- Aided other staff in maintaining chilled product integrity
- Managing section staff, working deliveries under tight deadlines
- A highly trusted individual, given creative freedom to organize the store's charity events, raising £6200 for MIND in 2021
- Increased the store's waste compliance rate from below 50% to over 80% in under two months using initiative and rigorous checks
- Implemented changes in old methods to improve accuracy, efficiency and compliance of rules and regulations among staff
- Awarded 'Local Hero' for excellence in customer service, May 2021

Shift Manager | 2012 – 2014
Little Chef, Markham Moor, A1 North

- Joined the company at age seventeen as kitchen staff and within a year was tasked to manage and coordinate a waiting-on team of 8-10 members of staff in a fast-paced environment
- Streamline restaurant efficiency to produce maximum customer yield, revisits and financial output; this included updating cleaning regimens, training staff to improve service on an individual level

Research Assistant | 2013 - 2014
Knysna Elephant Park

- Conducted numerous research studies on elephant behaviour and produced corresponding written reports for management
- Resident data analyst using Excel and other programs
- Assisted and worked alongside local elephant guides to provide a positive visitor experience to guests and visiting schools

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TECHNICAL SKILL

Fluent computer literacy

Microsoft Office; particularly Word, Excel

InDesign

Procreate

Adobe Photoshop/Creative Suite

Leaflet/booklet design/publication

VOLUNTEERING

Mayflower Sanctuary
Admin/Fundraising | 2009 – present

Knysna Elephant Park & Mankwe Reserve
Volunteer | 2013 – 2014 & 2016

The Wildlife Trusts
Volunteer, 2013 - 2017

Opwall, Madagascar
Research volunteer & data analyst | 2017

REFERENCES

Available upon request – not listed on online CV for data protection

WORK EXPERIENCE CONTINUED

Researcher | 2019

Yorkshire Wildlife Park, Doncaster

- Conducted behavioral study of the institution's giant otter females over a space of four months
- Produced written report on animal stress to advise the park on the species' husbandry and for future species
- Produced academic posters to summarise dissertation project that was awarded for its design quality

Self-employed (part-time/in free time) | 2019 - present

Leaftail Studio, Newark

- Launched self-employed own business, Leaftail Studio. Personally designing, manufacturing and selling comics, enamel pins and other merchandise to educate about conservation and wildlife
- Starting as a small online store, it has grown to a successful business with over 2000 individual sales, yielding to date £12,000+ in earnings
- Exhibited at conventions and exhibitions annually in Malta, Greece and multiple locations around the UK
- In the past year revenue has increased by 172% demonstrating skill of multitasking due to additionally working fulltime
- £1200 raised so far for Brainstrust using product profits in memory of my late father
- Was able to survive and adapt during the pandemic, adapting back to purely online sales and customer service
- Provided good skills and proficiency in many areas: multitasking, marketing, budgeting, customer service and working under pressure
- Working with clients taking regular commissions in artwork, logo design and producing designs for posters, leaflets and other company merchandise