
LUCY R. HINNIE

PROFILE

Confident and capable graduate student with extensive experience in customer service, administration and research, seeking clerical, interpersonal position.

EXPERIENCE

ADMINISTRATOR, ROYAL CONSERVATOIRE OF SCOTLAND; GLASGOW, UK -
SEPTEMBER - DECEMBER 2016

Administration of the Junior Conservatoire, in particular special projects such as the Traditional Music Graded Exams for which I was solely responsible. Advanced use of MS Word, Excel, Outlook and EVOCOS. Payroll and expenses administration and raising contracts for staff, as well as customer-facing correspondence duties.

GRADUATE TEACHING ASSISTANT, UNIVERSITY OF EDINBURGH; EDINBURGH,
UK – SEPTEMBER 2015 TO PRESENT

Tutoring on the Scottish Literature 1 undergraduate course. Class preparation, marking term essays and discussion of exam and study technique; provision of detailed feedback for each student. Teaching Award nominee, 2015-16.

THEATRE ADMINISTRATOR, AMBASSADOR THEATRE GROUP; GLASGOW, UK -
JUNE 2016 - PRESENT

Managing HR within the venue: accurate record taking, facilitating daily correspondence. Financial responsibility for booking travel and accommodation, dealing with expenses and payroll queries, processing invoices and purchase orders. Filing and curation of paperwork compliant with auditing. Administration of the recruitment process and complaints.

SALES SUPERVISOR, AMBASSADOR THEATRE GROUP; GLASGOW, UK - MARCH
2013 - JUNE 2016

Supervision of staff. Administration of the venue mailing list. Cash handling: completion of Weekly Banking report. Access Champion for the Sales Department. Day-to-day supervision and administration of the venue Box Office.

MYCAMPUS ADMINISTRATOR, UNIVERSITY OF GLASGOW; GLASGOW, UK –
JUNE - SEPTEMBER 2012

Administration of assistance requests from undergraduates seeking to enrol and register for their studies. Processing requests and problems through Supportworks

EDUCATION

THE UNIVERSITY OF EDINBURGH – PHD IN ENGLISH LITERATURE (CURRENT)

THE UNIVERSITY OF GLASGOW – M.PHIL SCOTTISH LITERATURE (2012)

THE UNIVERSITY OF EDINBURGH – M.A ENGLISH & SCOTTISH LITERATURE
(2010)

SKILLS AND AWARDS

MS Office, Mac OS and Basic Linux [Unix]

EPOS software: PurpleSeven, AudienceView and ENTA.

Best Student Who Teaches [Nominee, EUSA 2016]

Two-Day First Aid Course Refresher [ATG 2016]

Defibrillator Training (Half-day) Refresher [ATG 2016]

Be A Star Train The Trainer [ATG 2015]

Be A Star Manager [ATG 2014]

Mental Health First Aid Two-Day Course [December 2014]

Full, clean driving license [June 2005]

