



Nina Rudd

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PROFILE

Known for my energetic approach and insightful organisational skills. Problem-solving is my forte, as well as diving into challenges and applying analytical knowledge to find the best solutions. Confident in juggling multiple tasks, leading productive discussions, and managing complex processes. Resourcefulness is one of my key strengths. Having a knack for developing and maintaining a healthy customer pipeline as well as consistently working to attract new business opportunities. Always on the lookout for potential and strategically ways to strive and achieve it.



WORK EXPERIENCE

10/2023 – PRESENT

CORFE MULLEN, ENGLAND, UNITED KINGDOM
Divisional Scheduler
Wessex Water

- Coordinated daily workflow for 15+ technicians of all different attributes covering 1,300+ sites, prioritising competing tasks with implementing time management and organisation skills.
- Scheduled emergency, reactive and planned works and allocated appropriate resources.
- Dealing with complex reactive customer service incidents.
- Utilised scheduling software to optimise resource allocation and timelines. (Microsoft Dynamics, CRM & WMI)
- Identified opportunities to improve planning team processes and service delivery by collaborating with team leads to create shift schedules and rosters.
- Kept reports organised and up-to-date for accurate record-keeping purposes, tracking data entry and creating reports for KPI's.

01/2013 – 09/2016

NEW FOREST, ENGLAND, UNITED KINGDOM
Assistant Trainer & Professional Groom
Tammy Greaves Training

- Managed training material development and selection in alignment with standard operating procedures.
- Improved training effectiveness by integrating support with routine job functions.
- Conducted organizing efficiently to train multiple clients' schedules and utilize competitive activities.



EDUCATION

03/2021 – 08/2023 **BUSAN, SOUTH KOREA**
Business Administration | Bachelors
Degree & Honours
Kyungsung University

07/2018 – 02/2021 **BUSAN, SOUTH KOREA**
Mass Communication | Partial Bachelors
Degree
Pukyong National University
Bachelor Credits & Language Courses

09/2017 – 03/2021 **LONDON, U.K**
Mass Communication | Partial Bachelors
Degree
Richmond, The American International
University in London



SKILLS

Time management
Data management
Communication skills
Customer Service
Organizational abilities
Proficient in scheduling software
Recourse Allocation
Attention to Detail



AWARDS

10/2022
TOPIK Certificate
TOPIK
Korean Language - Level 2

12/2018
Horse Riding
AQHA & WES
• Lead rider for Team Great Britain for 4 years.
Competing at the 2014 Youth World Cup
• Securing over 180+ national titles, 60+ international titles, and 30+ assorted trophies.



LANGUAGES

Korean



HOBBIES



Reading



Horse Riding



Automotive