

Jessica-Lee Tingley

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SUMMARY

Dynamic and empathetic Specialist with over 8 years of experience in workforce development, education consulting, and luxury event coordination. Proven track record of empowering individuals to achieve their employment and academic aspirations through tailored coaching programs and innovative workshop facilitation. An adept strategic leader known for optimizing operations and enhancing brand engagement, with a strong commitment to equity and inclusion. Recognized for delivering measurable results, fostering a positive work environment, and cultivating meaningful client relationships. My multifaceted background in client relationship management and strategic planning equips me to drive impactful change and support diverse populations in navigating their career journeys.

EXPERIENCE

Employment Specialist/Job Developer | Greenleaf Job Training Services 01/2025 to Present

- Developed personalized job placement plans, resulting in a 30% increase in successful placements.
- Conducted resume writing and interview preparation workshops for clients, enhancing their job readiness skills.
- Maintained accurate data entry and documentation in Setworks, ensuring compliance and tracking progress for over 100 clients.

General Manager, Marketing Strategist & Brand Consultant | FUSIAN 01/2023 to 05/2024

- Led marketing campaigns that increased customer traffic by 15%, driving higher sales and brand awareness.
- Managed daily operations and finances while enhancing team performance and retention through effective leadership.
- Implemented cost-saving strategies that maintained quality, contributing to overall financial health of the restaurant.

Founder, Life Coach, Education Consultant & Author | Self-Employed 01/2016 to Present

- Developed and implemented tailored coaching programs, resulting in a 20-30% improvement in student academic performance.
- Conducted engaging group workshops on leadership and emotional wellness, empowering participants to achieve personal growth.
- Guided clients through the admissions process, achieving a 95% success rate in securing placements in preferred academic and career paths.

General Manager | Olive & Oil 01/2021 to 12/2022

- Led and mentored a diverse team of 60 staff in a bustling Mediterranean restaurant, fostering a positive work environment.
- Implemented cost-saving measures, successfully reducing overhead by 15% through effective supplier negotiations.
- Enhanced customer satisfaction ratings by 30% by revamping service protocols and training staff on best practices.

Event Strategist & VVIP Experience Coordinator (Seasonal) | Ultra Luxury Game Reserve 01/2020 to 12/2020

- Directed the planning and execution of exclusive events for ultra-high-net-worth individuals (UHNWI), ensuring a seamless and luxurious experience for each client.
- Managed international teams across hospitality, security, and concierge services, successfully coordinating over 50 high-profile events.
- Ensured confidentiality and compliance with NDAs and safety protocols, maintaining a 100% satisfaction rate from clients.

EDUCATION

Bachelors Industrial Psychology | Southern New Hampshire University 2025 to Present

- Pursuing a Bachelor's degree in Industrial Psychology at Southern New Hampshire University, focusing on the application of psychological principles to improve workplace productivity and employee well-being.
- Gained expertise in organizational behavior, employee motivation, and personnel assessment, equipping me with the skills to enhance team dynamics and foster a positive work environment.
- Completed hands-on projects and case studies, effectively translating theoretical knowledge into practical strategies for business improvement.

Bachelor of Commerce | Stellenbosch University 2019 to 2022

- Bachelor of Commerce from Stellenbosch University, equipped with a solid foundation in business theory and practices.
- Developed competencies in finance, marketing, and management through hands-on projects and collaborative group work.
- Graduated with a focus on analytical skills and strategic thinking, preparing me for dynamic roles in the corporate sector.

Accounting | International Hotel School 2021

- Completed a comprehensive Accounting course at the International Hotel School, equipping me with essential financial management skills tailored for the hospitality industry.
- Gained practical knowledge in budgeting, financial reporting, and cost control, enhancing my ability to make informed business decisions.
- Achieved a solid understanding of accounting principles, enabling me to contribute effectively to organizational financial strategies.

SKILLS

Workforce Development

Strategic Planning and Leadership

Talent Assessment

Client Relationship Management

Education Consulting

Brand Engagement Enhancement