






Ashleigh Benater

CONTACT

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 East Sussex
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 Nationality: Australian/
British

EDUCATION

Full-Stack Developer

Traineeship

IT Career Switch

London, UK

2023 - 2024

Agile & Scrum Training

Online

2021

Diploma of Counselling

Open Colleges

Sydney, Australia

2018 - 2020

Executive Business Diploma

June Dally-Watkins Business

Finishing College

Sydney, Australia

Jan-Dec 2008

CERTIFICATES

Certificate III of Aviation

Regional Express Holdings Ltd.

Mascot, Australia

2013

Certificate III and IV in Fitness

Australian Institute of Fitness

St Leonards, Australia

2010 - 2011

PROFESSIONAL SUMMARY

I'm like an octopus in the tech world—adaptable, versatile, and always reaching out to connect and solve. As a Business Operations Specialist, I blend technical expertise with strong interpersonal skills to tackle challenges like digital marketing, website optimisation, and streamlining processes.

Collaboration is at the heart of what I do—I thrive on building relationships, supporting clients, and bringing teams together to achieve impactful results. With a knack for problem-solving and a love for simplifying complexity, I'm eager to dive into roles where I can create value and make a meaningful difference.

SKILLS

- Business Operations & Process Improvement
 - Training & Workshop Facilitation (Online & In-Person)
 - Digital Marketing & SEO
 - Website Development & Optimisation
 - Policy Writing & Documentation
 - Vendor & Contract Negotiation
 - Customer & IT Support
 - Recruitment & Onboarding
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WORK EXPERIENCE

Business Operations Specialist

AptitudeTech (Tunbridge Wells, UK) | 2024

- **Digital Marketing:** Led online marketing initiatives, managing Google Ads, Google Business Profiles, and SEO strategies to boost visibility.
- **Website Development:** Designed and optimised WordPress and Wix websites, improving user experience and search rankings.
- **Contract Negotiation:** Negotiated supplier contracts, reducing costs and securing favourable terms.
- **Policy & Documentation:** Developed company policies and authored an employee handbook to standardise internal processes.
- **Recruitment & Onboarding:** Managed hiring processes, writing job descriptions, conducting structured interviews, and onboarding new hires.
- **SOPs & Training Materials:** Created comprehensive SOPs, user guides, and training materials to improve team efficiency and ensure compliance.
- **Training & Facilitation:** Conducted in-person and online training sessions,

Ashleigh Benater

ACHIEVEMENTS

Excellence Award for Outstanding Customer Service

Regional Express Holdings Ltd.

Numerous Positive Customer Feedback Letters

Regional Express Holdings Ltd.

REFERENCES

Available Upon Request

HOBBIES

- I enjoy fitness, going to the gym, and boxing.
- I enjoy hiking with my dog, Gulliver, and exploring the great outdoors.
- I love travelling and exploring new cultures.
- I have a passion for equestrian activities and was once a competitive show jumper.

including GoBright booking system software training for client companies—first mastering the software, then developing guides, PowerPoints, and SOPs before delivering structured sessions.

- **IT Support:** Provided first-line IT support for clients, resolving technical issues efficiently through a ticketing system.
- **Client Relations:** Served as the primary client liaison, ensuring smooth communication between internal teams and stakeholders.

IT Recruitment Consultant

Gattaca (London, UK) | 2022

- **Client & Candidate Management:** Developed client relationships and sourced candidates for tech roles.
- **Recruitment Process:** Managed the full hiring cycle, from CV screening to salary negotiations.
- **Career Support:** Provided career guidance and interview coaching.

Project Manager

Dynamic Learning Services (Sydney, AU) | 2021

- **Training Coordination:** Managed training schedules and facilitated client onboarding and scheduling.
- **Planning & Budgeting:** Attended planning meetings and ensured budget compliance.
- **Client Acquisition:** Assisted in securing funding and new client partnerships.

Solo Flight Attendant

Regional Express Holdings Ltd (Sydney, AU). | 2013 - 2020

- **Passenger Safety, Security & Service:** Ensured passenger safety and security and managed in-flight services.
- **Crisis Management:** Responded to high-pressure situations with professionalism and adaptability.
- **Award-Winning Service:** Received an Excellence Award for Outstanding Customer Service.

Fitness Professional (Contractor)

Private clients, companies, health clubs and gyms (Sydney, AU) | 2010 - 2013

- **Personalised Coaching:** Designed tailored fitness programs and led group classes.
- **Specialised Training:** Provided fitness coaching for disabled people, led group exercise, boxing, cycling, and aqua classes.