

BENJAMIN ORR

+447913805620

@ benorrwork@gmail.com

<https://www.linkedin.com/in/benjamin-j-orr>

SUMMARY

Highly organised and detail-oriented professional with experience in administrative functions, customer service, and office management. Proven track record in implementing efficiency improvements, handling financial responsibilities, and maintaining excellent internal and external customer relations.

EXPERIENCE

Social Media Manager

Young & Co Brewery

07/2022 - Present London

- Responsible for the strategic planning, creation, and timely delivery of engaging content across various social media platforms for Young's Brewery.
- Produced and edited both still images and videos, tailored to the site's unique brand and audience.
- Created Canva design templates for staff to utilise, ensuring brand consistency and streamlining the content creation process across locations.
- Wrote and distributed bi-monthly newsletters for the site, ensuring consistent communication and promotion of offerings.
- Played a key role in meeting marketing deadlines, driving brand awareness, and enhancing customer engagement.

Assistant Manager

Young & Co Brewery

01/2021 - Present Barnes, London

- Oversaw daily operations, managed finances and bar operations, and supervised staff to ensure excellent customer service and compliance with health and safety regulations.
- Implemented cost-saving measures and fostered positive relationships with suppliers to increase profitability.
- Created in-house tools and workflows, including a tool to calculate artist commission from ticket sales at the attached gig venue, boosting productivity and reducing time on task.
- Managed customer bookings and inquiries, helping to plan and coordinate events such as weddings, private parties, and business meetings.
- Created bespoke pre-orders tailored to event needs, ensuring seamless service and high customer satisfaction.
- Developed a dynamic work environment, resulting in high staff morale and low turnover, and increased customer traffic through social media campaigns.

Freelance Video Editor

Self-employed

07/2022 - Present

- Created video content for clients as well as for Young's Brewery and other pub sites, collaborating with musicians, record labels, and management teams to bring creative visions to life.
- Directed and edited multiple music videos, managing budgets, timelines, and project plans for concurrent video shoots.
- Skilled in Adobe Premiere Pro, DaVinci Resolve, Photoshop, and Lightroom, with experience in post-production processes, including colour grading, sound mixing, and visual effects.
- Maintains an organised and efficient workflow to meet deadlines and satisfy clients.
- Proactively stays updated with industry trends and adopts cutting-edge video production techniques to enhance creative quality.
- Conducted detailed quality control on each project, carefully reviewing for visual consistency, sound quality, and adherence to client guidelines.

Personal Assistant

Peter Baynham

01/2019 - 03/2020 London

- Assisted a screenwriter with relocation to Los Angeles, managing the setup of personal and professional belongings.
- Developed and implemented management systems to enhance productivity, ensuring necessary materials and files were organised and readily accessible.
- Coordinated schedules, including travel arrangements and meetings, to optimise time management and reduce logistical conflicts.
- Set up filing systems and organised electronic records, enabling easy retrieval and improved overall efficiency.
- Oversaw communication with external contacts, managing follow-ups and scheduling calls or meetings to ensure smooth coordination.
- Handled confidential and sensitive information with the utmost discretion, maintaining trust and ensuring privacy.
- Provided on-call assistance to address last-minute requests, demonstrating flexibility and responsiveness in a high-demand environment.

EDUCATION

Esher Sixth Form College

A-LEVEL

09/2016 - 08/2018 Esher

- Creative Media Production (Television and Film) (**Merit**)
- Sociology (**Merit**)

Christ's School

GCSE

09/2011 - 06/2016 Richmond

- 7 GCSEs **B - C**, including Mathematics and English

SKILLS

MS Office

File & Asset Organisation

Strategic Planning

Record Keeping

Full UK Driving License

Task Prioritisation