



## SUMMARY

A hardworking, reliable, and enthusiastic individual with a keen eye for detail and a passion for delivering high standards. A confident communicator, who thrives in team environments and uses initiative to tackle challenges. Adaptable and calm under pressure, with a strong commitment to supporting others and collaborating effectively with staff, customers, and management.

## EDUCATION

### Mayfield Grammar School

#### A Levels:

Textiles; English Literature; Business

#### GCSE's:

English; English Literature; Maths; Further Maths; Biology; Chemistry; Physics Textiles; ICT; German

## SKILLS

- Outlook, MS Office, Click Management System.
- Confident communicator, both written and verbal, with the ability to engage effectively across all levels.
- Hardworking team player providing support to colleagues.
- Well organised and detail focused, stays composed under pressure and makes well informed decisions to solve problems proactively.
- Takes initiative to get things done efficiently, managing time well and delivering great results

## PROFESSIONAL EXPERIENCE

### Service Assistant – Emerald Elevators Ltd

August 2019 - Present

Conscientious and organised administrative professional with experience supporting service operations in technical and facilities environments. Skilled in coordinating maintenance schedules, managing documentation, and communicating effectively with engineers, contractors, and clients. Proficient in bespoke office software, logging service requests, and helping ensure smooth daily operations in lift services or facilities management.

- Service call logging & tracking
- Maintenance scheduling
- Technical document management
- Customer service & communication
- Purchase order (PO) and invoice processing
- Microsoft Office Suite (Excel, Word, Outlook)

Providing admin support to the lift service operations team, handling service call logs and dispatching engineers.

- Coordinate maintenance visits and ensure statutory inspections are scheduled timely.
- Liaise with suppliers for buying parts and monitor stock levels for essential lift components.
- Maintain up-to-date service records and ensure compliance with health and safety documentation.
- Prepare reports on lift performance, downtime, and service response times.
- Attend London based client meetings.

### Sales Assistant – Topshop, Benefits Cosmetics, Boots

September 2017 – 2019

- Delivered sales and customer service support across various areas of these stores.
- Operated tills efficiently in a fast-paced retail environment.
- Replenished stock and maintained a clean, organised, and safe shop floor.
- Handled customer returns, resolving issues professionally and effectively under pressure.