

# ANDREIA STECLARU

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## PERSONAL PROFILE

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Highly organised and detail-oriented Administrator with experience in data entry, scheduling, and document management. Skilled in MS Office and administrative systems, with a proven ability to maintain accurate records and support efficient office operations. Strong communicator and problem-solver, able to work effectively in both independent and team settings.

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## SKILLS

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- Administrative: Scheduling, document management, filing systems, office coordination
- Technical: MS Office (Word, Excel, Outlook, PowerPoint), CRM tools, data entry
- Interpersonal: Communication, teamwork, customer service, problem-solving, bilingual

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## EXPERIENCE

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### Support Administrator | EON Energy | Jun 2024 – Present

- Process and manage large volumes of data entry with accuracy.
- Organise and maintain digital and physical documentation systems through Kraken and MS Office.
- Monitor workflows, resolving administrative issues to improve efficiency.

### Customer Service Advisor | Sky | Jan 2024 – Jun 2024

- Resolved customer issues efficiently by researching accounts, updating records, and escalating complex cases when required and coordinated with departments to deliver timely solutions,
- Consistently met performance targets for response time and accuracy, ensuring smooth service operations and achieved employee of the month.

### Front of House Staff & Supervisor | Mitsuryu | Jun 2021 – Jan 2023

- Trained and onboarded new employees, handled booking systems, customer inquiries, and complaints in a professional manner and resolve issues quickly and keep operations running efficiently.
- Oversaw cash handling and maintained accurate documentation of stock levels, orders, and operational checklists.

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## EDUCATION

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MSc Computer Science and Software Engineering, University of Hertfordshire, (2025-2027).

BA Philosophy, University of Nottingham (2021 – 2024). (Various transferable skills: critical and analytical thinking, communication, problem-solving)

A Levels: English, History, Theology, Politics – London Oratory School (2019–2021).

GCSEs – 8 GCSEs including Maths & English (Grades 6).