

SOPHIE GARCIA

117 Stoney Ridge Ave · 757-751-5720

Sophie_driscoll@live.co.uk

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry level opportunities to expand skills while facilitating company growth.

EXPERIENCE

JAN 2015 – DEC 2020

CHILDCARE PROVIDER, SELF EMPLOYED

- Assisted children in development of social, communication and problem-solving skills.
- Communicated with parents about daily activities and any concerning behaviors.
- Planned and implemented engaging activities to encourage creativity and expression.
- Enforced rules to teach good manners and maintain safe environment.
- Maintained flexibility to work with children of various ages, different personalities and in different roles.

11/2018 – 11/2020

PERSONAL SECRETARY, STREET ARTS HIRE LTD

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Controlled and managed document processes by reviewing files, records, and critical information to confirm accuracy and comply with company policies and procedures.
- Composed, proofread, and distributed clean and professional business correspondence and internal team communications.
- Managed client correspondence, record tracking and data communications.

03/2007 – 12/2011

CUSTOMER SERVICE ADVISOR, LEEDS BUILDING SOCIETY

- Delivered fast, friendly, and knowledgeable service for routine questions and service complaints.
- Interacted with customers to provide and process information in response to inquiries, concerns and requests about services and products.
- Contacted customers to service accounts, address issues and propose new offerings.
- Consulted with customers regarding needs and addressed concerns.

- Oversaw address of customer requests for friendly, knowledgeable service and support.
- Attained multiple positions such as home insurance specialist and mortgage accreditation specialist.
- Consistently met monthly targets and quotas.

EDUCATION

AUG 2007

GENERAL CERTIFICATE OF SECONDARY EDUCATION (GCSE), DEACONS SCHOOL

UK

This is the British equivalent of a High School Diploma.

SKILLS

- Data Management
- Customer Service
- Microsoft Office
- Flexibility
- Multi-Tasking
- Patience
- Program Management