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| 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

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| Jan 2015 – dec 2020childcare 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 – 11/2020Personal 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 – 12/2011Customer 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

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| Aug 2007General certificate of secondary education (GCSE), Deacons School UK This is the British equivalent of a High School Diploma. |
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# Skills

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| * Data Management * Customer Service * Microsoft Office * Flexibility * Communication | * Multi-Tasking * Patience * Program Management * Teamwork |