

7 Pendragon Terrace, Guiseley, Leeds, LS20 8ED

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Elkie Fitzpatrick

PROFILE/SKILLS

Highly organized and efficient Personal Assistant with extensive experience in providing top-tier administrative support to senior executives across various industries, including travel, healthcare, franchise consulting, and property management. Known for exceptional time management, adaptability, and strong communication skills, I am adept at managing complex schedules, coordinating large projects, and enhancing office operations. Proficient in Microsoft Office, NHS systems, and various third-party CRM platforms, I bring a strong understanding of HR functions and project management.

- Languages: Good level of Spanish
- Technical Skills: Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook), NHS systems, and various third-party CRM platforms
- Administrative Skills: Time management, scheduling, project management, HR functions, office management
- Personal Attributes: Strong communicator, adaptable, works well under pressure, detail-oriented

EXPERIENCE

Pass The Keys, Remote – *Senior Partner Consultant*

March 2023 – PRESENT

- - Managed relationships with high-profile clients, ensuring their property management needs were met efficiently.
- - Led projects to streamline operational processes, resulting in a 20% increase in efficiency.
- - Coordinated between partners and internal teams to ensure seamless communication and service delivery.
- - Provided comprehensive administrative support, including scheduling, correspondence, and document preparation.

Accentia Franchise Consultants, Leeds – *Office Manager*

September 2021 – March 2023

- - Oversaw daily office operations, including HR functions, vendor management, and budget tracking.
- - Implemented organizational systems that improved workflow and reduced administrative overhead by 15%.

- - Supported senior consultants in project management tasks, ensuring timely completion of key deliverables.
- - Maintained all office records, handled client inquiries, and coordinated meetings and events.

NHS, Leeds – *Personal Assistant to Lead Nurse*

May 2021 – September 2021

- - Provided high-level administrative support to the Lead Nurse, managing her schedule, correspondence, and travel arrangements.
- - Coordinated between medical staff and departments to ensure efficient patient care and communication.
- - Maintained patient records and handled sensitive information with the utmost confidentiality.
- - Assisted in HR functions, including staff scheduling and onboarding processes.

Resort Management Direct, Spain – *Personal Assistant to Sales Director*

May 2007 – December 2020

- - Supported the Sales Director in managing a busy schedule, coordinating travel, and preparing sales reports.
- - Acted as a liaison between the Sales Director and clients, ensuring effective communication and relationship management.
- - Assisted in the preparation of sales presentations and managed CRM databases.
- - Contributed to marketing initiatives, including organizing promotional events and managing social media accounts.

EDUCATION

Astor of Hever Community School now St Augustine's Academy – *GCSE*

Maidstone, Kent.

Grades: Bs and Cs in various subjects.

AWARDS

Sector-based work academy with NET (01/09/2020 – 04/09/2020)

- City and Guilds Entry Level 3 award in Fundamental British Values
- NCFE Cache Level 1 award in Stress Awareness
- NCFE Level 1 award in Mental Health Awareness
- Level 1 in Conflict Management
- HABC Level 1 award in Customer Service
- City and Guilds Level 1 in Interview Skills