

SOPHIE DOHERTY

INFO

Phone

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Email

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Location

Manchester, M3

SKILLS

- Can work under pressure and meet tight deadlines
- Attention to detail
- Positive attitude
- Self motivated
- Ability to work both on my own and within a team
- Diary Management
- Flexibility
- Adaptability
- Discretion
- Strong initiative
- Problem solving
- MS Office
- G-Suites
- Event planning
- Full UK driving license

The foremost years of my working life have been spent in administrative settings around education and travel. Over the past 10 years I have acquired an array of skills and experience with customer service being at the very forefront of my professional background.

Whilst experience as an Executive Assistant may not be extensive due to some of the experience being part time alongside other roles, I do have quite a few years experience in either an EA or PA role overall. I do believe that even though some of the time has been on a part time basis, I have enough experience to take on a permanent role as I have gained a lot of experience over the years, and my other jobs have provided me with skills that cross over into an EA role.

Having had these opportunities it has given me the drive to fully pursue a career in an executive assistant role. I have gained numerous skills and qualities needed to exceed in a fast-paced role. As an individual I have fully dedicated myself to being hard working, working well under pressure and eager to learn, and grow in all that I do. Given the opportunity, you can expect new ideas, exceptional customer service and time management, a keen eye to detail, passion, a positive attitude and hard work in all that I do. I have been a valuable and key member of staff in every job that I have had and this is demonstrated in my work, and with the companies I have been in wanting to retain me, where possible.

EMPLOYMENT HISTORY

- **Head of Operations** **Defib Plus Ltd**
JAN 2022 - Present
From Jan 2022 - Jan 2023 I was in this role full time, until I started working at another company (Szerelmey) full time. From Jan 2023 - Mar 2024 I then worked here on a self employed basis, doing part-time hours, outside of my other job.

The Director then wanted to bring me on as PAYE and on a full-time basis as the company grew and I was required more.

Although my role now is Head of Operations, I still provide EA support to the MD, managing his diary, inbox and travel where needed.
- **Executive Assistant for Managing Director**
JULY 2021 - JAN 2022
From Jul 2021 - Dec 2021, I did this role alongside my job at Tracoin, part time, alongside my full time job.

I work alongside the Managing Director assisting in all day-to-day runnings of the business. These include, but are not limited to, working with a third party to design the company website, managing his diary and inbox, marketing, contacting potential customers, helping make key decisions within the company, document preparation (invoices & receipts), creating databases that are needed and basic bookkeeping. Along with start to end relationships with our customers and our partners

I have been with the company since it was formed in 2021, being involved in all aspects of what is required with a start up and helping the business grow into what it is today.

Executive PA

Szerelmey Ltd

JAN 2023 - MAR 2024

I worked alongside the Managing Director and Directors providing strictly confidential support and general PA duties, as well as office administration for the estimating and marketing departments. I arranged, and booked, all company travel, as well as organised staff events, as well as client networking events, which have included a retirement party for one of the MD's, monthly breakfasts and Windsor races with existing and potential clients.

I also sent samples to clients, printed and organised tenders, organised existing databases and created new ones where necessary.

Part-time Personal Assistant

Louis Challis Personal Training

2017 - 2022

I worked with Louis to arrange and schedule clients, based on availability and client preferences. I assist with all administration tasks that are needed, including correspondences, invoices and basic accounting.

Contracts Administrator

Tracoin Ltd

FEB 2019 - DEC 2021

I work closely with the supplier relationship managers (SRMs) and The Travel Corporation brands to approve hotel contracts, ensuring hotel contract guidelines are adhered to. I liaise with both the SRMs and directors when guidelines aren't met, to ensure changes can be made within agreed deadlines. I check and process contracts via the DocuSign system, and make contracts live once they have gone through our approval process. I ensure that the brands operations team are provided with all necessary operating information required prior to each season and maintain seasonal databases to ensure that they are fully up to date with all information required for travel brochures.

Subject Specialist

Pearson UK

APR 2018 - FEB 2019

I worked within the Teaching Services team, resolving any teaching queries that we received, handing off more complex, subject specific queries onto Subject Advisors. I had to understand, resolve, capture and categorise the query and populate the CRM database, ensuring it provided the right level of information in order to make changes and to feed into any given project or team. I also used this information to work with other departments to look at how to improve the teaching of the subject and to compile FAQs for teachers. The qualifications that I assisted with were GCSE, iGCSE, A/AS Level and BTEC (all levels)

EDUCATION

Ealing, Hammersmith & West London College

2009 – 2010

NVQ Level 2 in Business Administration

Riverview College

2008 – 2009

GCSE: Science and Art Key Skills: English and Maths

VOLUNTEER EXPERIENCE

I co-ordinated a group of over 150 local volunteers as part of the Fulham Mutual Aid Group, which was started in March 2020 in response to the global pandemic. I match volunteers with resident requests that come through, based on needs and preferences (age, sex etc.). I also manage a database of volunteers details and liaise with the local council to look at what they can do to help, pass more complex queries to the relevant department (Social Services for example), look at what can be improved and they also pass residents requests to me in order to be locally matched.

REFERENCE

Available upon request