Alysha Carpenter

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To whom it may concern,

I wish to apply for the administrative role as advertised. Please find my CV attached for your kind consideration.

I am a meticulous, eloquent, bubbly young lady with an affinity for human interaction.

I achieved a Bachelor’s Pass in my final matriculation exams at Hillcrest High School, followed by completion of my 120 hour TEFL Certificate. I then gained experience as a nursery school teacher at Ramkhamhaeng Advent International School in Bangkok Thailand, where I spent an enjoyable semester.

On my return to South Africa, I was a receptionist at Imperial Armour. My duties included: answering phone calls, speaking to and welcoming clients at the front desk, writing emails, engaging with clients, suppliers, and colleagues, all the while gaining knowledge about the corporate working environment. I then moved on to the Key Accounts sales position where I dealt with national security companies. The role included all aspects of administrative work and furthered my opportunities to connect with clients and use my initiative to complete tasks within deadlines. I enjoyed this position as it allowed me to utilize my interpersonal and analytical skills.

My first employment opportunity in the UK was at Gard and Co Solicitors in Plymouth as an administrative assistant and relief receptionist. The position enabled me to make use of my organizational skills for filing and archiving, and my computing and discretionary skills for updating client information.

My next role was at The Copthorne Hotel Plymouth as a receptionist. My responsibilities included handling phone calls, dealing with customer complaints, processing payments, and checking guests in and out while keeping up with the daily job stream. It was also important to perform administrative tasks throughout the day that would keep the front desk running efficiently, such as making sure there was enough stock and making sure the guests were always comfortable and happy. I was also given the opportunity to be trained in taking and making reservations.

I then went on to a role within the front-of-house team at The New Continental Hotel Plymouth which involved receptionist work and reservation-making. I would have to access the extranet for third-party booking companies, make corporate bookings, control the switchboard, and communicate effectively with other departments to facilitate the general running of the hotel. I also had to do monetary reconciliation at the end of the shift and make sure everything is ready for the person taking over after me.

After an enjoyable time in the hospitality industry, I started an administrative role at Bailey Partnership (Consultants) LLP. I was in the administrative and support team across the multidisciplinary practice, based in Plymouth although they operate across 6 locations. I assisted the architects, engineers, quantity surveyors and building surveyors in binding documents, sending emails, folding drawings, managing the switchboard, meter readings, proofreading documents for grammar and syntax as well as any other task I could assist with.

My next role was as a Customer Assurance Assistant at Plymouth Community Homes, based on reception. It was initially a six-week contract due to staff illness and holiday, however, it extended for 6 months. My role included daily administrative tasks such as scanning and printing, sending letters, recording deliveries, and communicating with various departments throughout the day. There were also weekly tasks such as stationery monitoring, providing weekly spreadsheets of information pertaining to the building, and calculating staff timesheets for the monthly flex period. I managed my own inbox, the reception inbox, and the enquiries inbox with its own process for enquiries, complaints and compliments that would need to be shared with various departments. I understood the strict discretionary nature of the job regarding scanning IDs and documents, corresponding with current GDPR practices, and the purposes of visits for tenants and commercial visitors to the building. Through this role I gained an insight into social housing, the importance of one’s duty of care, and the importance of promoting social wellbeing, combatting loneliness and the importance of community involvement. I was also able to strengthen my complaint-handling skills and improve my teamwork skills due to the variety of departments I would have to communicate with. I also improved my creative problem-solving due to the various day-to-day situations that could present themselves.

I believe I would be a great asset to your company because I am a strong communicator who works well in a team, and I find it important to creatively orchestrate my day and participate in the beautiful opportunities that I am presented with. I am technologically literate, and I can type approximately 70 words per minute with 80% accuracy. I have also recently completely my bachelor’s degree in English Literature and Creative Writing through the Open University and I am currently awaiting my results

Thank you for your time and consideration. I look forward to hearing from you.

Yours sincerely,

Alysha Carpenter

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07521176742

Missalyc13@gmail.com

Curriculum Vitae

Personal statement

I am a driven, meticulous and determined young woman that would be happy in a job that requires human interaction and administrative responsibilities as I am well spoken, confident and able to use my initiative to keep myself busy. I am also honest, reliable and computer literate. I have acquired my 120 hour TEFL certificate, had experience teaching, corporate settings, sales, constructions, front of house, reception and social housing. I am also currently studying English Literature and Creative Writing through the Open University. In my spare time I enjoy cinema, cooking, reading and music.

Key Skills

* 65 words per minute typing with 85% accuracy and touch typing
* Excellent communication skills, both written and verbal; interpersonal skills
* Computer literacy
* Comprehensive research skills and attention to detail
* Organisational skills
* Adaptability and versatility
* Problem-solving and strategic thinking
* Can work in a team
* Punctual
* Enthusiastic customer service

Education

Fordingbridge Infant School (UK)

2004

****Fordingbridge Junior School (UK)****

**2004-2006**

****Winston Park Primary School (South Africa)****

**January 2007-December 2010**

****Hillcrest High School (South Africa)****

**January 2011-December 2015**

Matric Results-Bachelor’s pass

****The Open University****

**October 2018-May 2024**

English Literature and Creative Writing (BA) Hons

Employment History

**Ramkhamhaeng Advent International School (Bangkok)**

August 3 2016- 21 September 2016

Nursery School Teacher

My duties included:

* Greeting children and parents in the mornings
* Lesson planning to give the children a foundation for the English language
* Educating the children on basic subjects such as shapes, sounds, songs and movement
* Communicating with parents regarding the progress of their children
* Liaising with my teaching assistant on how to have a progressive, fun day

**Imperial Armour (South Africa)**

24 October 2016-1 April 2017

Receptionist and Key Accounts

My duties included:

* Greeting clients
* Responding to email and phone call enquiries as well as managing the switchboard
* Fulfilling orders for my key account clients
* Drawing up proformas and invoicing
* Assisting other departments such as international accounts with sourcing products or responding to clients

**Lupa Osteria (South Africa)**

21 September 2017- 5 July 2018

Waitress

My duties included:

* Keeping the different wines up to stock
* Keeping the restaurant neat and tidy
* Taking reservations
* Greeting customers and providing excellent customer service

**Gard and Co Solicitors**

10 September 2018- 30 December 2018

Administration Assistant/Reception

My duties included:

* Greeting clients and letting earners know they had arrived, arranging teas and coffees
* Sending emails and coordinating meetings with legal assistants
* Filing and closing cases
* Archiving and retrieving important documents such as wills and previously closed case files
* Responding to emails and phone calls (managing the switchboard as relief receptionist)
* Sorting and distributing the post
* Passing messages, documents and files to different departments throughout the day
* Keeping office equipment in check and ordering supplies
* Prepare reports, emails and relevant documentation for partners

**The Copthorne Hotel Plymouth**

01 April 2019- 31 July 2020

Reception

My duties included:

* Greeting guests and checking them in efficiently and directing other guests to the appropriate location such as a special event, conference or restaurant
* Assisting guests with any special requests such as special occasions or important information
* Communicating with other departments such as events or housekeeping to relay information throughout the day
* Assisting the reservations department out of their hours to make sure bookings and their correct information were on the system
* Making sure my own cashier balanced throughout the day and processing cash and card payments I had taken
* Preparing confidential reports and invoicing
* Assisting with meetings such as minute taking or note keeping, data entry and other clerical duties like typing and filing

**The New Continental Hotel**

December 2020-May 2022

Reception and Reservations

My duties included:

* Greeting guests and getting them checked in
* Making reservations and making sure the correct information was on the system regarding special occasions, specific corporate invoicing or any other variation of booking that may come through
* Making sure guests are comfortable and fulfilling any request they may have such as a restaurant reservation or any requirements such as champagne bottles or balloons in a room
* Managing the switchboard and putting phone calls through to the appropriate departments such as the leisure complex, housekeeping or the events team
* Maintaining a positive, helpful, friendly attitude
* Settling the money at the end of the day for each department such as the breakfast dining room, the leisure complex and any function takings and making sure all my methods of payment balance against each other
* Maintain a clean lobby area and a tidy desk
* Quick problem-solving over varied days where anything can happen
* Implementing procedures, methods and systems (especially during Covid-19)

**Bailey Partnership (Consultants) LLP**

May 2022-January 2023

Administrative Assistant and Support

My duties included:

* Binding documents
* Sending emails and managing the switchboard
* Keeping track of and ordering stock such as stationary and other supplies such as batteries and IT equipment
* Meter readings for the printers, gas, electricity, and water
* Greeting guests for meetings, making sure they signed in and offering welcome drinks.
* Proofreading documents for grammar, punctuation, and clarity
* Making organograms, spreadsheets and various other documents
* Bid writing assistance
* General administrative assistance such as hotel and train bookings, business related research, and letter writing

**Plymouth Community Homes**

February 2023-August 2023

Customer Assurance Assistant-Reception

My duties included:

* Greeting visitors to the building, whether there for Plymouth Community Homes or other commercial tenants in the building
* Providing relevant building passes for contractors, visitors or conference attendees
* Responding to and handling complaints in person and via email
* Keeping tenant information up to date in accordance with GDPR
* Weekly panic alarm testing and recording on a spreadsheet
* Communicating with relevant departments to alert them of visitors
* Sending out gas, electric and housing adaptions surveys and recording the responses
* Managing multiple email inboxes
* Receiving and recording post, deliveries and packages and then alerting the relevant parties
* Answering requests to book meeting rooms
* General administrative tasks such as scanning, printing, stationery upkeep, general area cleaning, and taking telephonic messages
* Weekly timesheets for staff

References

Louisa Garland

louisagarlandels@imperial-armour.com

Managing Director at Imperial Armour

Chris Black

Chrisb1977@icloud.com

Owner at Lupa Osteria

Steven Hudson

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Senior Managing Partner at Gard and Co Solicitors

Catherine Hulton

carly.hobbs@millenniumhotels.co.uk

Front of House Manager at Copthorne Hotel, Plymouth

Simon Hawke

simonh@newcontinental.co.uk

Operations Manager

Yasmin Godfrey

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Associate HR Manager

Human Resources Department at Plymouth Community Homes

hrdepartment@plymouthcommunityhomes.co.uk