Sophie Walsh

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Administrative assistant with strong Microsoft Office and diary management skills

PROFILE

Administrative assistant with three years' experience supporting a busy property management office. Manages diaries, inboxes and records accurately, produces clear documents in Word and Excel and is the first point of contact for tenants and contractors by phone and email.

EXPERIENCE

Administrative Assistant, Hartley & Webb Property Management

Sheffield | Mar 2022 – Present

- Manage diaries and inboxes for 2 property managers, booking around 40 viewings, inspections and contractor visits a week.
- Log maintenance requests in the property database and chase contractors until jobs are closed.
- Produce tenancy letters, inspection reports and meeting notes in Word from standard templates.
- Maintain an Excel tracker of 300 tenancy renewal dates, sending reminders 60 days before each deadline.
- Handle around 50 calls and emails a day from tenants, landlords and contractors.

Office Junior (Apprentice), Carrow Insurance Brokers

Sheffield | Sep 2020 – Feb 2022

- Scanned and indexed client documents into the document management system.
- Processed incoming and outgoing post and managed stationery orders.
- Completed a Level 3 Business Administrator apprenticeship alongside the role.

EDUCATION

Level 3 Business Administrator Apprenticeship, Sheffield College

Distinction | Sheffield | Sep 2020 – Feb 2022

GCSEs, Westfield School

Sheffield | 2020

- 8 GCSEs at grades 7–4, including English (6) and Maths (5)

SKILLS

Microsoft Word, Excel and Outlook, Diary and inbox management, Data entry and record keeping, Minute taking, Customer service by phone and email, Document management systems, GDPR and confidentiality

INTERESTS

- Volunteer treasurer for a local running club