

JULIE SYDENHAM

With excellent **communication, organisational** and **customer service skills**, I enjoy working under my own **initiative**, providing great **office support** and have a **naturally positive** persona. I take pride in my **accuracy, efficiency** and **time management** skills, set very **high standards** for myself and enjoy refining the way I work to create the most **efficient and effective** workflow possible.

KEY SKILLS

- Remote Working
- Office Administration
- Customer Service
- Personal Assistance
- Copy Writing
- Event Planning/Management
- Microsoft 365/Office
- Mac and PC user
- LinkedIn Sales Navigator
- CRM Management
- Diary Management
- Social Media Management
- MeetEdgar
- Wix
- Photoshop
- Canva
- Wordpress
- Envato Elements

EXPERIENCE

FOUNDER / VIRTUAL ASSISTANT, JULIE SYDENHAM - VIRTUAL ASSISTANT

MARCH 2019 – PRESENT

TEAM OPERATIONS COORDINATOR, GROVELANDS RESOURCING (3 YEARS, 6 MONTHS IN TOTAL)

AUGUST 2018 – FEBRUARY 2019 (7 MONTHS)

- Dedicated PA to Team Manager
- Ad-hoc PA to CEO, Founder and Chairman
- Administrative support and diary management to team of 4 recruiters
- Budget control and reduction (travel, team entertainment, room bookings etc)
- Tracking team activity, commission and expenses
- Booking meeting rooms, travel and accommodation throughout UK
- Event planning and coordination (assessment days, client/associate meals and parties)
- Working with all departments to identify, solve and prevent issues while promoting best practise
- Point of contact for prospective contractors and existing clients
- Account management re processing extensions/using client portals

MATERNITY LEAVE

APRIL 2018 – JULY 2018 (4 MONTHS)

CONTRACT COMPLIANCE CONSULTANT, GROVELANDS RESOURCING

AUGUST 2015 – MARCH 2018 (2 YEARS, 7 MONTHS)

- In depth reference checks
- Financial background and DBS checks
- Point of contact for prospective contractors
- Contract production
- Client audits
- System development (CRM and user interface)
- New starter training
- Knowledge of GDPR legislation
- Process improvement
- Promoted from Analyst to Consultant from May 2016
- Employee of the Year 2016
- Kept on through company-wide redundancy January 2017

BRANCH ADMINISTRATOR, LEADERS LETTINGS

APRIL 2013 – AUGUST 2015 (2 YEARS, 4 MONTHS)

- Handling invoices, estimates, utility bills, inspection reports, renewals and notices
- Carrying out tenant referencing
- Producing contracts
- Point of contact for prospective tenants and landlords
- Communicating with various in-house and external teams to ensure smooth tenancy commencements

TEMPORARY PHONE ROOM ADMINISTRATOR, PERSONAL TELEPHONE FUNDRAISING

SEPTEMBER 2012 - APRIL 2013 (8 MONTHS)

- PA to the Phone Room Manager
- HR, recruitment and reception duties

TEMPORARY RECRUITMENT ASSISTANT, CLASSIC CONSULTING

JULY 2012 TO SEPTEMBER 2012 (3 MONTHS)

- Office administration, applicant resourcing, HR and reception duties

CUSTOMER SERVICE REPRESENTATIVE, THE DIGITAL PROPERTY GROUP

APRIL 2010 – JULY 2012 (2 YEARS, 3 MONTHS)

- Handling customer queries
- Amending property listings (Findaproperty.com and Primelocation.com)
- Providing technical support
- Unfortunately, I was made redundant when the company moved to London

EDUCATION

FOUNDATION DEGREE, BRIGHTON INSTITUTE OF MODERN MUSIC

A-LEVELS, SIR CHRISTOPHER HATTON SCHOOL (WELLINGBOROUGH)

English Literature and Language (A) Media Studies (B) Theatre Studies (B)

GCSES, SIR CHRISTOPHER HATTON SCHOOL (WELLINGBOROUGH)

English Lit, English Lang, Music, Religious Studies, Food Tech (A) Mathematics, Science, IT, Drama (B) French (C)