



Module Name: Professional Career Development

Module Code: BMSW4012

Assignment Title: Practical Task

Student Name: Rosana Gomes

Student Number: 2518986

Lecturer: Tom Jones

Deadline: 09.00AM 6th of July 2026

1 - Job Description

Job Title

Office Administrator & Customer Support Assistant

Company

Celtic Office Solutions Ltd

Location

Cardiff, Wales

Contract Type

Permanent, Full-time (37.5 hours per week)

Salary: £25,000 – £28,000 per annum

About the Company

Celtic Office Solutions Ltd gives administrative assistance, consumer service and business operations assistance to companies that are small and medium-sized across South Wales. The organisation prides itself on providing efficient, customer-oriented services while maintaining a welcoming and inclusive workplace. Staffs are encouraged to develop professionally through training and continuous learning.

Job Summary

We are seeking for a motivated and organised Office Administrator & Customer Support Assistant to join our growing team. The successful candidate will assist the day-to-day operation of the workplace, provide excellent consumer service, handle accurate records and support with administrative activities. This role is standard for someone who enjoys working with individual, solving issues and contributing to an efficient workplace.

Key Responsibilities

- Welcome consumers and respond professionally to enquiries by telephone, email and in person.
- Carry out regular administrative duties involving document preparation, filing and data entry.
- Handle accurate consumer and company records using Microsoft Office and internal systems.
- Coordinate appointments, meetings and schedules of office.
- Assist with preparing reports, correspondence and documents of business.
- Support colleagues across different departments with administrative tasks.

Essential Requirements

- Excellent communication and skills that are interpersonal.
- Good knowledge of Microsoft Office which includes Word, Excel and Outlook.
- Improved organisational and time-management skills.
- Capability to work independently and within a team.
- Good concentration to detail and problem-solving capability.

- AI Acknowledgement
- I acknowledge that I have used ChatGPT (<https://chat.openai.com>) on 3rd July 2026 to assist me in preparing my documents for application of job for this assessment.
- The AI tool has been used to assist the development and arrangement of my work. It assisted me enhance the structure and professional presentation of my CV, prepare a tailored cover letter, make responses for questions of interview and review the wording to make sure clarity and professionalism.
- Examples of prompts used include:
- "Create a professional CV modified to an Office Administrator and Customer Support Assistant role."
- "Write a cover letter that aligns the job description and my experience of work."
- I confirm that I carefully reviewed, modified and personalised all AI-generated content before including it in my assignment. The final submission mirrors my own knowledge and accurately demonstrates my skills, experience and appropriateness for the role. I have also retained my notes, drafts and assisting materials which can be given if requested by the University.

2. Cover Letter

Rosana Gomes

Cardiff, Wales

Email: rosanagraziani@hotmail.com

Phone: 07983163193

3 July 2026

Hiring Manager

Celtic Office Solutions Ltd

Cardiff, Wales

Dear Hiring Manager,

I am writing to apply for the position of Office Administrator and Customer Support Assistant at Celtic Office Solutions Ltd. I have been interested in this role because it combines administration, consumer service and communication which are areas where I have gathered valuable experience. I have worked in administration, assistance in IT, manufacturing and care work which allowed me to build strong organisational, issue-solving and interpersonal skills.

I believe I am an appropriate candidate because I am reliable, hardworking and able to work efficiently both independently and within a team. I am confident utilising Microsoft Office applications, handling accurate records and communicating professionally with consumers and colleagues. My fluency in Portuguese, Italian and English together with conversational Spanish enables me to do the properly with people from various backgrounds.

I am currently studying Level 4 Employability Skills in Cardiff and committed to regular professional development. I would welcome the chance to contribute to your company and discuss my application further.

Yours sincerely

Rosana Gomes

3. CV

Rosana Gomes

Cardiff, Wales

Phone: 07983163193

Email: rosanagraziani@hotmail.com

Personal Statement

A dependable and hardworking professional with experience in administration, assistance in IT, manufacturing and care work. Skilled in giving excellent consumer service, handling accurate records and assisting regular operations of business. Confident utilising Microsoft Office and computer systems with strong organisational, communication and capabilities of issue-solving. Fluent in Portuguese, Italian and English language with conversational Spanish. Currently studying Level 4 Employability Skills and looking to contribute to Celtic Office Solutions Ltd as an Office Administrator and Customer Support Assistant while developing myself professionally.

Key Skills

Hard Skills

- Microsoft Office (Word, Excel and Outlook)
- IT Support and Computer Literacy
- Administrative Assistance
- Data Entry and Management of Record
- Document Preparation and Filing
- Consumer Service
- Office Administration

Soft Skills

- Excellent verbal and written communication
- Organisation and management of time
- Teamwork and collaboration
- Problem-solving
- Leadership

- Concentration to detail
- Capability to work independently
- Strong work ethic
- Adaptability

Professional Experience

Administrative Assistant & IT Support Assistant

Cardiff Business Solutions Ltd, Cardiff, Wales

2023 - Present

- Provided administrative assistance including preparation of document, filing and management of record.
- Maintained proper records utilising Microsoft Office applications and internal systems of computer.
- Supported colleagues with scheduling, entry of data and general administration in the office.
- Responded to consumer enquiries professionally by telephone, email and in person.
- Provided first-line IT assistance by resolving basic problems that are technical and assisting employee with computer systems.
- Make sure confidential information was maintained securely and accurately.

Care Assistant & Customer Service Assistant

Greenfield Care Services Ltd, Cardiff, Wales

2021 - 2023

- Provided high-quality care and assistance while handling dignity and respect for service users.
- Communicated efficiently with clients, families and multidisciplinary teams.
- Handled accurate care records and completed documentation to a high standard.
- Supported with resolving client enquiries and concerns professionally.
- Worked efficiently within a team while handling responsibilities independently.
- Showed excellent management, empathy and skills of problem-solving.

Education

1. Level 4 Employability Skills

Employability Skills Cursing at University of Cardiff

2025 – Present

2. Secondary Education (High School Diploma)

Successfully finished secondary education.

Languages

Portuguese: Fluent

Italian: Fluent

English: Fluent

Spanish: Conversational