

ELEFTERIA ALIKA

Office Manager

2512827@student.uwtsd.ac.uk
London

CORE COMPETENCIES

- Office Administration
- Customer Service
- Problem Solving
- Staff Scheduling
- Microsoft Office
- Team Leadership
- Communication
- Organization
- Time Management
- Attention to Detail

PROFESSIONAL SUMMARY

Highly organised and proactive professional with management experience in fast- paced business environments. Experienced in coordinating daily operations, supervising teams, solving problems and delivering excellent customer service. Strong communication and organisational skills with a keen eye for detail and a commitment to ensuring efficient office operations.

WORK EXPERIENCE

Manager

COFFEE WAY BISTRO, LONDON

- Managed the daily operations of a busy cfe, ensuring efficient workflow and a high service standards.
- Supervised, supported and motivated team members during daily operations.
- Organised staff rotas and delegated responsibilities to ensure smooth business operations.
- Maintained excellent customer service and resolved customer enquiries and complaints professionally.
- Monitored stock levels, placed orders and communicated with suppliers.
- Processed cash nad card transactions and completed end-of-day cash reconciliation.
- Ensured compliance with health and safety and food hygiene regulations.
- Assisted with staff training band performance.

Vehicle Inspector / Yard Operative

BRITISH CAR AUCTIONS (BCA) , UK

- Inspected vehicles and completed accurate condition reports.
- Maintained detailed records and ensured all vehicle information was correctly documented.
- Worked closely with colleagues and different departments to ensure smooth daily operations.
- Followed company procedures and health & safety regulations.
- Prioritised workload and managed multiple tasks efficiently in a fast- paced environment.

EDUCATION

Certificate of Higher Education

Business Skills for the Workplace
University of Wales Trinity Saint David

2025-Present

Diploma in Early Childhood Education

IEK Ksini, Greece

LANGUAGES

Greek - Native
Albanian - Native
English - Professional Working Proficiency

REFERENCES

References available upon request

IT SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Canva
- Email Management
- Calendar Management

- Identified vehicle damage and reported findings with accuracy and attention to detail.
- Assisted in meeting daily operational targets while maintaining a high standard of accuracy.
- Used company systems to update vehicle information and maintain accurate records.

2016- 2020 Store Manager
COFFEE ISLAND , GREECE

- Managed the day-to-day operations of the store, ensuring efficiency and excellent customer service.
- Led, trained and motivated team members to achieve business objectives and maintain high performance.
- Organised staff rotas and delegated daily responsibilities effectively.
- Monitored stock levels, placed orders and maintained supplier relationships.
- Managed cash handling procedures, daily reconciliation and financial reporting.
- Resolved customer enquiries and complaints professionally, ensuring high levels of customer satisfaction.
- Monitored sales performance and contributed to achieving business targets.
- Ensured high standards of cleanliness, health and safety, and food hygiene.
- Supported recruitment, onboarding and training of new employees.
- Worked under pressure while maintaining excellent organisational and time management skills.
- Built a positive and productive working environment through effective leadership and communication.

2013- 2016 Kindergarten Teacher
PUBLIC KINDERGARTEN, KOROI, GREECE

- Planned and delivered engaging educational activities.
- Created a safe and organised learning environment.
- Communicated effectively with parents and colleagues.
- Manage daily classroom routines and records.
- Supported children's learning and development.
- Communicated effectively with parents, colleagues and school staff.
- Adapted teaching methods to meet the individual needs of children.
- Demonstrated excellent organisational, communication and problem- solving skills.

CERTIFICATIONS

- **Business Skills**
- **Health & Safety**
- **Customer Service**
- **Leadership**
- **Barista Training**
- **Behaviour Management in Early Years**
- **Early Childhood Education Workshops**
- **Educational Psychology**
- **Parenting Psychology**
- **Development Psychology**
- **Infant & Child Psychology**
- **Classroom Management**

INTERESTS

- **Horse Riding**
- **Reading**
- **Cooking**
- **Travelling**
- **Volunteering**

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London

19 July 2026

Hiring Manager

Ctrl Alt

London

Dear Hiring Manager,

I am writing to apply for the Office Manager position. I am interested in this role because I enjoy working in a busy environment, organising daily tasks and supporting a team. I believe my experience and skills make me a strong candidate for this role.

I am currently working as a Manager at Coffee Way Bistro in London. In this role, I organise the daily work, support the team, prepare staff schedules, speak with customers, order stock and make sure the business runs smoothly. This job has helped me improve my communication, organisation and problem-solving skills.

Before this, I worked as a Vehicle Inspector and Yard Operative at British Car Auctions (BCA), where I checked vehicle information, completed reports and worked with different departments to support daily operations. I also worked as a Store Manager at Coffee Island, where I developed leadership, customer service and organisation skills.

I am also studying for a Certificate of Higher Education in Business Skills for the Workplace at the University of Wales Trinity Saint David. I am always willing to learn new skills and I would like to continue my career in an office environment.

Thank you for taking the time to read my application. I would be happy to discuss my experience in an interview. I look forward to hearing from you.

Yours faithfully,
Elefteria Alika

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Office Manager

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Permanent, Full-time

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Job details

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Job type

Permanent ▼ ✓ Full-time ▼

Location



London E1 7LS

Benefits

Pulled from the full job description

- Referral programme
- Annual leave
- Employee discount
- Employee stock ownership plan
- Private dental insurance

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Full job description

About Ctrl Alt

Ctrl Alt is designing and operating the on-chain infrastructure powering digital capital markets globally. We bring together a unique blend of expertise in financial markets and cutting-edge in-house technology to deliver tailored, compliant solutions in the alternative assets space. Since launching in 2022, we've tokenized over \$1.5bn in assets across real estate, private credit, funds, litigation finance and more.

We're building a high-performance, people-first culture where ambitious individuals can thrive. We move fast, think big and hold ourselves to a high bar, while keeping things collaborative, open and genuinely fun. At Ctrl Alt ideas win on merit, teams work closely with leadership, and everyone has a voice in shaping what we build next.

We believe that hard work should come with real reward. You won't just join a company - you'll help build one. Last year alone, we grew from 17 to 50 people, and this year we're going faster and further. That means real responsibility, meaningful impact, and the opportunity to grow alongside a company that's redefining the future of finance through the tokenization of alternative assets.

If you're excited by scale-up energy, ownership, and the chance to help shape both a business and a culture, Ctrl Alt is where you can do the most rewarding work of your career.

The Opportunity

As Ctrl Alt continues to scale, we are seeking an Office Manager to own the smooth, day-to-day running of our London office. This is a hands-on role, reporting to the Operations Manager, making sure our people have a well-run, welcoming, and high-functioning place to do their best work.

The role spans facilities and office management, support for our team and leadership, and helping new joiners settle in quickly. You will be the go-to person who keeps things running, anticipates what the office and team need, and creates an environment that reflects our fast-paced, people-first culture.

In this role you will:

- Own the day-to-day running of the London office, keeping it organised, well-stocked, and a great place to work
- Manage relationships with building management, landlords, external suppliers, and external stakeholders
- Act as the first point of contact for office-related queries, resolving issues quickly and keeping disruption to a minimum
- Oversee health & safety, security, and office access, ensuring policies and procedures are followed
- Coordinate diaries, travel, accommodation, and expenses for senior leadership and visiting team members
- Organise meetings, off-sites, team socials, and company events, owning logistics from planning through to delivery
- Lead the onboarding experience for new joiners, including desk setup, equipment, access, and a warm welcome on day one
- Manage office supplies, equipment, and budgets, tracking spend and finding cost-effective solutions
- Partner with People, IT, and Operations to ensure smooth processes across the employee lifecycle
- Help build and nurture office culture, championing an inclusive, energising, and collaborative environment
- Continuously improve how the office runs, introducing simple systems and processes as we scale

This role will be a great fit if you:

- Have experience as an Office Manager, EA, or in a similar operations or administrative role, ideally in a fast-growing environment
- Are highly organised, with the ability to juggle multiple priorities and keep everything running smoothly
- Pay close attention to detail and take pride in a well-run, welcoming office
- Have excellent written and verbal communication skills, and enjoy being a go-to point of contact for the team
- Are proactive and solutions-focused, anticipating needs before they arise
- Stay calm under pressure and handle competing demands with a positive, can-do attitude
- Are confident managing suppliers, budgets, and external relationships
- Have a warm, approachable manner and genuinely enjoy supporting people
- Are comfortable rolling up your sleeves in a hands-on, fast-paced setting
- A strong interest in fintech, tokenisation, and being part of a high-growth scale-up

Our Benefits

Join a scaling fintech building the next generation of investment banking. You'll work at the intersection of capital markets and cutting-edge blockchain technology, helping drive and shape the future of financial infrastructure.

Build and own the future of finance

Take real responsibility in shaping digital capital markets, with the autonomy to lead decisions and drive impact.

Solve meaningful problems with exceptional people

Tackle complex challenges at the intersection of finance and technology alongside leaders with experience from Morgan Stanley, Credit Suisse, UBS, and Revolut.

Grow fast in a high-performance environment

Stretch beyond your comfort zone through close collaboration, rapid feedback, and continuous learning.

Innovate and make your mark

Bring bold ideas to life and influence our platform, products, and how we operate from day one.

How we support you

- Competitive salaries with regular reviews that reflect your impact, performance, and progression
- Generous stock options so you directly share in the company's growth and long-term success
- Premium private healthcare to support your physical wellbeing
- 26 days of annual leave, plus your birthday off, and regional bank holidays
- An enhanced parental leave policy to support you and your family at every stage
- A MacBook, screens, and any additional equipment you need to perform at a high level
- Access to salary sacrifice schemes covering childcare, groceries, EV cars, tech, pensions, bikes, and subscriptions

- Modern, centrally located offices in London, Belfast, Dundalk, and Dubai - designed for collaboration and focus
- An annual learning and personal development budget for training, exams, certifications, and qualifications - whatever helps you move forward

Job Types: Full-time, Permanent

Benefits:

- Company events
- Company pension
- Cycle to work scheme
- Employee stock ownership plan
- Private dental insurance
- Private medical insurance
- Referral programme
- Store discount

Work Location: In person

Report job

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