

Edith Rosales

London, United Kingdom

2515832@student.uwtsd.ac.uk

Dear Hiring Manager,

I am writing to express my interest in the **Business Administration and Customer Service** position. With over three years of experience in customer service, administration, and front-of-house roles, I have developed excellent organisational, communication, and problem-solving skills that I believe would make me a valuable addition to your team.

In my current role as a Customer Service Assistant within the casino industry, I provide excellent customer service, handle cash transactions accurately, and work effectively in a fast-paced environment. My previous experience as a receptionist in both the hospitality and healthcare sectors has strengthened my administrative skills, including managing appointments, maintaining accurate records, processing payments and responding to customer enquiries professionally.

Alongside my professional experience, I am currently studying for a **Certificate of Higher Education in Business** at the University of Wales Trinity Saint David. My studies have strengthened my understanding of business administration and reinforced my ambition to build a long-term career in this field.

I am particularly interested in this opportunity because it combines administration and customer service, allowing me to use my existing experience while continuing to develop professionally. I am organized, proactive, and always committed to providing a high standard of service to both customers and colleagues.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills and experience could contribute to your team. I look forward to hearing from you.

Yours sincerely,

Edith Rosales

Edith Rosales

Contact

2515832@student.uwtsd.ac.uk. London

Business Administrator | Customer Service Professional

Organized and proactive professional with over three years of experience in administration, customer service and front-of-house operations across hospitality and healthcare. Experienced in managing customer enquiries, maintaining accurate records, processing payments, and supporting daily business operations. Currently studying for a Certificate of Higher Education in Business, with a strong commitment to delivering excellent customer service and contributing to an efficient and well-organized workplace.

Education

University of Wales Trinity Saint David

Certificate of Higher Education in Business for the Workplace. Oct 2025

Skills

- Customer Service
- Business Administration
- Communication
- Organisation
- Time Management
- Problem Solving
- Teamwork
- Attention to Detail
- Microsoft Office
- Cash Handling

Experience

Customer Service Assistant / Casino Dealer

Jan 2026 – Present

- Deliver excellent customer service in a fast-paced environment.
 - Handle cash transactions accurately and responsibly.
 - Resolve customer enquiries professionally and efficiently.
 - Work collaboratively with colleagues to ensure smooth daily operations.
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Receptionist | Columbia Hotel

Aug 2024 – Jan 2026

- Managed guest check-ins, check-outs and reservations.
 - Processed payments and responded to customer enquiries.
 - Maintained accurate records and daily reports.
 - Coordinated with internal departments to ensure efficient operations.
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Dental Receptionist | Bond Dental / Maida Vale Dentist

Aug 2023 – Jul 2024

- Scheduled appointments and managed patient records.
 - Processed payments and confidential documentation.
 - Responded to telephone and email enquiries.
 - Supported the daily administration of the practice.
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Receptionist | The Ivy Asia / Caprice Holdings

Aug 2021 – Jul 2023

- Managed reservations and customer enquiries.
- Coordinated private events and group bookings.
- Delivered exceptional customer service.
- Worked efficiently in a fast-paced environment.

Lenguages

- Spanish – Native
- English – Fluent

Hobbies & interest

- Photography
- Candle Making
- Content Creation
- Travelling

Additional skills

- Microsoft Office (Word, Excel, Outlook)
- Canva
- Social Media Management
- Time Management

Key strengths

- Excellent customer service
- Strong organisational skills
- Proactive and reliable
- Able to work under pressure

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Business Administration/Customer Service

Able Cleaning and Hygiene Supplies - Watton

£26,000 - £30,000 a year

We are seeking a proactive and skilled **Business Administrator** to join our team and provide essential support. This is an excellent opportunity to become part of a thriving, stable, family-run business that truly invests in its staff.

Key Responsibilities

You will play a vital role in our daily operations:

- **Customer Support & Sales Coordination:** Manage incoming calls, process orders promptly, address inquiries efficiently, and provide comprehensive pre- and post-sales support to our sales representatives.
- **Order Management:** Oversee order processing, including necessary modifications and adjustments, to ensure high levels of customer satisfaction.
- **Digital & Web Presence:** Establish and manage customer website logins and information, alongside other website-related tasks as required.
- **Quotations and Pricing:** Support the sales process by preparing accurate customer quotations and comparisons, reviewing supplier and competitor pricing, and ensuring our proposals remain commercially competitive.
- **General Administration:** Undertake additional administrative duties pertinent to a business support role to ensure seamless workflow.

Requirements & Qualifications

- **Experience:** Prior experience in business administration or as an office/administration manager is preferred.
- **Skills:** Exceptional organisational abilities and a solid understanding of business systems.
- Proficiency in Microsoft Excel is essential.
- Familiarity with Sage 200 is highly desirable.
- **Attributes:** A professional demeanour, proactive attitude and enthusiasm for taking on responsibility.

Benefits & Perks

We value our team and offer a supportive environment with the following benefits:

- **Competitive Salary:** £26,000.00 - £30,000.00 per year.
- **Profit Sharing:** Participate in our company profit share bonus scheme.
- **Work-Life Balance:** Monday to Friday schedule—keep your weekends for yourself.
- **Well-being & Convenience:** Company events, employee discounts and free on-site parking.

Schedule & Location

- **Location:** In-person / office-based (Watton, Thetford, Norfolk).
- **Hours:** Monday to Friday, full-time.

NO AGENCIES PLEASE

Pay: £26,000.00-£30,000.00 per year

Benefits:

- Company events

- Company events
- Employee discount

[Apply with Indeed](#)