

VANESA BRENKACOVA

Business Student | Administration

| Customer Support

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📍 Birmingham, UK

Personal Statement

Motivated and reliable Business student with good verbal and written communication skills and an interest in working with and supporting people. I can work independently and collaboratively, take responsibility for various tasks, and bring a positive attitude. I want to work in a practical capacity, enhance my career, and give back to an organisation while learning and developing.

Relevant Experience

1. Property Administration Assistant

Direct Housing – Birmingham, UK

Simulated Experience | 2025–2026

- Assisted with general property administration and customer enquiries.
- Supported telephone and email communication with customers.
- Helped arrange property viewings and appointments.
- Prepared and organised property-related documents.
- Supported day-to-day lettings and property management activities.
- Maintained accurate information and records.

- Worked professionally with customers and colleagues.

2. Housing Customer Support Assistant

Birmingham Housing Services – Birmingham, UK

Simulated Experience | 2024–2025

- Assisted customers with housing-related enquiries.
- Provided polite and helpful support to customers.
- Recorded customer information accurately.
- Helped organise appointments and administrative tasks.
- Responded to questions and directed enquiries to the appropriate team.
- Worked cooperatively with colleagues to support customers.
- Maintained confidentiality when handling customer information.

Education

CertHE Business Skills for the Workplace – Level

4, *University of Wales Trinity Saint David*

2026 – Present

- Currently completing Level 4 Business studies.
- Developing knowledge of business, employability and professional workplace practices.
- Developing communication, teamwork, organisation and problem-solving skills through academic activities and group work.
- Planning to progress to Level 5 Business after completing Level 4.

Key Skills

Customer Service

Able to communicate politely and professionally with customers, listen to their needs and provide helpful assistance.

Communication

Good verbal and written communication skills with the ability to provide clear and accurate information.

Administration

Able to organise information, prepare documents, maintain records and support routine administrative tasks.

Organisation

Able to manage different tasks, prioritise responsibilities and work towards deadlines.

Problem Solving

Able to listen to enquiries, understand problems and identify appropriate solutions or seek further assistance when required.

IT Skills

Basic working knowledge of Microsoft Word, Excel, PowerPoint and Outlook and willing to learn new databases and digital systems.

Teamwork

Able to build positive working relationships and work collaboratively with colleagues to achieve shared objectives.

Willingness to Learn

Very willing to undertake training, learn new procedures and adapt to changing responsibilities and priorities.

Professionalism

Reliable, respectful, approachable and committed to providing a professional and inclusive service.

GCSE – General Certificate of Secondary Education
Completed

Career Objective

To obtain a Professional Support Assistant or similar administration and customer-service position within Birmingham City Council, where I can use my communication, organisation, customer-support and problem-solving skills. I am keen to gain practical experience in housing administration, develop my professional abilities and contribute to providing a helpful and efficient service to customers.

Academic & Professional Development

- Completed university group projects involving research, teamwork and presentations.
- Developed professional communication skills through Business studies.
- Strengthened organisation and time-management skills through managing academic deadlines.
- Developed problem-solving and teamwork skills through group activities.
- Developed an understanding of professional workplace expectations.
- Continuing to develop Business knowledge through Level 4 study.
- Preparing to progress to Level 5 Business.

Personal Strengths

- Good communication skills
- Helpful and approachable
- Willing to learn
- Reliable and responsible
- Organised
- Customer-focused
- Positive attitude
- Team player
- Good attention to detail
- Adaptable and flexible
- Professional manner

Career Development Goals

Short Term: Gain an entry-level administration, customer-service or housing-support position and develop practical workplace experience.

Medium Term: Develop stronger skills in housing administration, customer service, digital systems, record-keeping, and professional communication.

Long Term: Progress into a more senior administrative or professional support position while continuing my Business education and professional development.

Extracurricular Activities

- Participated in university group activities to develop teamwork and communication skills.
- Engaged in career-development activities to improve professional skills.
- Participated in academic presentations and group projects.
- Continued developing interpersonal and organisational skills through university activities.

References

Available on request

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16 October 2026

Hiring Manager
Birmingham City Council
City Housing
Birmingham

Dear Hiring Manager,

Re: Professional Support Assistant, Improvement and Support – City Housing

I am pleased to apply for the position of **Professional Support Assistant** within Improvement and Support – City Housing at Birmingham City Council. As a Birmingham resident and Level 4 Business student progressing towards Level 5, I'm motivated to contribute to a service that directly affects the quality, security, and wellbeing of residents' lives. I would bring a reliable, organised and customer-focused approach, together with the commitment to learn quickly and make a positive contribution from the outset.

My Business studies have developed strong foundations in administration, communication, organisation, teamwork, and problem-solving. Through coursework, research, presentations, and group projects, I have learned to manage information carefully, meet deadlines, communicate clearly, and take responsibility for delivering accurate work. These skills would enable me to support Local Housing Teams effectively, maintain dependable records and help ensure that enquiries and requests are handled promptly and professionally.

I understand that residents may contact the council by telephone, email, online services, or letter because they need clear information, practical assistance or reassurance. I would listen carefully, respond respectfully, and explain information in a straightforward way. I would also follow procedures, protect confidential information, and ensure that enquiries requiring further support are accurately recorded and referred to the appropriate team. By combining attention to detail with a helpful and approachable manner, I would help provide a consistent service that residents can trust.

During my Business studies, I worked in group projects and presentations that required effective communication and meeting deadlines. My responsibility was to organise my tasks, contribute to the group and complete my work on time. I communicated with other group members, and managed my time to ensure my work was accurate and completed as required. As a result, I strengthened my organisation, teamwork, and communication skills, which I can apply to administrative support, maintaining accurate records and responding professionally to customer enquiries.

This role particularly appeals to me because it offers the opportunity to build a career in housing administration while making a meaningful difference to Birmingham residents. I would value the chance to contribute to Birmingham City Council's City Housing service and to develop into a capable and trusted member of the team.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills, commitment and potential could support Birmingham City Council and its residents.

Yours sincerely,

Vanesa Brenkacova

LCLM4005 – MOCK INTERVIEW

Selected Job Advertisement

Job Title: Professional Support Assistant, Improvement and Support – City Housing

Employer: Birmingham City Council

Location: Birmingham, UK

Contract: Permanent, full-time

Hours: 36.5 hours per week

Salary: £24,796 – £28,142 per year

Work pattern: On-site

Sector: Housing / Administration / Customer Support

Source: Jobs Go Public listing for Birmingham City Council.

Vacancy page: [Professional Support Assistant, Improvement and Support City Housing - Birmingham | Jobs Go Public](#)

Assessment note: The final submission should contain the original job-advert screenshot or downloaded advert. This summary is for preparation and should not replace the original advert.

Key Requirements from the Advertisement

- Provide professional administrative and customer support to Local Housing Teams.
- Act as a first point of contact for tenants, customers, third parties and professionals.
- Respond to enquiries by telephone, online, email and letter.
- Use communication and problem-solving skills to resolve enquiries where possible.
- Maintain accurate case-management and administrative records.
- Manage competing priorities and meet deadlines.
- Use IT, databases, email, and other digital platforms.
- Work collaboratively with colleagues and other teams.
- Provide professional, inclusive, and customer-focused service.
- Undertake training, adapt to changing priorities and work flexibly.

