

Module Code: LCLM4005

***Module Title: Employability and Career
Development***

Assessment Type: Mock Interview

Student Name: Sanduta Andrian

Student Id: 2513304

***Module Leader: Dr. Sujeewa Herath
Mudiyanselage***

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CURRICULUM VITAE

Sanduta Andrian

sanduta.andrian@email.co.uk | +44 7821 934 562 | London, UK

PROFESSIONAL SUMMARY

Organised and motivated Business Skills student with firsthand experience in customer service, data administration and team coordination. Confident handling phone calls, emails and diaries in a professional setting. Eager to progress into a business administration role where I can apply my people skills and keen diligence to support a busy, varied team environment.

KEY SKILLS

- Professional telephone and email communication
- Diary management, scheduling and meeting coordination
- Data entry, filing and maintaining accurate records
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Customer-facing experience and client liaison
- Ability to multitask and prioritise in a challenging environment
- Cold emailing and basic sales support

WORK EXPERIENCE

Customer Service Assistant | Tesco Extra, London

June 2022 – Present

- Oversaw high volumes of customer enquiries in person and by phone, resolving issues efficiently and professionally
- Processed transactions and managed till operations with full accuracy
- Maintained product records and supported stock data management using internal systems
- Assisted with training two new team members on company procedures and customer service standards
- Produced clear handover notes and shift reports for management review

Administrative Volunteer | Community Resource Centre, London

September 2021 – May 2022

- Managed appointment scheduling and maintained filing systems for over 50 service users
- Drafted correspondence, letters and social media content on behalf of the centre coordinator
- Coordinated room bookings and logistical arrangements for weekly community events
- Monitored general enquiries inbox and forwarded or actioned emails promptly

EDUCATION

Certificate of Higher Education – Business Skills for the Workplace

University of Wales Trinity Saint David | 2024 – Present

Cover letter

Sanduta Andrian

+44 7821 934 562/ sanduta.andrian@email.co.uk / London, UK

7th June 2026/ The Hiring Manager

Crownstone Surveyors London

Application for Office Administrator

Dear Hiring Manager,

I am applying for the role of Office Administrator at Crownstone Surveyors advertised on Reed.co.uk (Ref: 56828664). I am pursuing a Certificate of Higher Education in Business Skills for the Workplace at the University of Wales Trinity Saint David and am eager to apply my administrative skills and work ethic to a more dynamic business environment.

The duties are remarkably similar to those I have acquired in my studies and experience. My job at Tesco Extra is to manage scheduling notes, to communicate with customers, to enter data and to create handover reports, which are all administrative tasks that you mentioned in your job description. In addition to my involvement with the Community Resource Centre, I also ran diaries and appointment systems, drafted letters on behalf of senior staff and organised logistics for regular events. I am sure I can take phone calls and emails and deal with them professionally, keep filing systems to a high standard and support multiple departments accurately and efficiently.

I am especially interested in this position at Crownstone Surveyors due to the diverse aspects of the job: pre-construction, sales support & aftercare administration. I like to work in a demanding environment and enjoy working in an environment where no two days are ever the same. I am good at taking initiative and changing priorities. I have a strong background in the use of Microsoft Office and can learn quickly on new systems and processes.

I have attached my CV for your consideration and will be happy to discuss my application at interview. Many thanks for your cooperation.

Yours faithfully,

Sanduta Andrian

APPENDIX - JOB ADVERTISEMENT

Ending Soon ⚡ Easy Apply

Office Administrator

27 April by Crownstone Surveyors

£ £26,000 - £30,000 per annum ⌚ Permanent, full-time

📍 London

Apply now

♡ Save

Full job description

Working in a busy team, supporting several construction sites, your role will be dynamic and varied. You may be assigned several duties to support the different stages of a construction project, from providing administrative assistance to the lead generation, sales and pre-construction phases, through to the aftercare we offer once a project has been delivered. Duties may include:

- devising/maintaining office systems, including data management and filing;
- arranging travel, accommodation, and entertainment
- providing general assistance during presentations;
- screening phone calls, enquiries and requests, and handling them when appropriate;
- meeting and greeting visitors at all levels of seniority;
- organising and maintaining diaries and making appointments;
- dealing with incoming email, faxes and post, often corresponding on behalf of management staff;
- carrying out background research and presenting findings;
- producing documents, briefing papers, reports and presentations;
- organising and attending meetings and ensuring the Directors are well prepared for meetings;
- liaising with clients, suppliers and other staff;
- processing expense and invoice information;
- purchasing office supplies and stationery;
- cold emailing and cold calling;
- Any other administrative duties as required.

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References

Crownstone Surveyors (2026) Office Administrator [Job Advertisement]. Reed.co.uk. Available at: <https://www.reed.co.uk/jobs/office-administrator/56828664>.

University of Wales Trinity Saint David (2026) Module LCLM4005: Employability and Career Development – Assessment Specification. UWTSD Internal Document.

Chartered Institute of Personnel and Development (CIPD) (2025) What is employability? Available at: <https://www.cipd.org/uk/knowledge/factsheets/employability/>.