



ALEXANDRA GULLIVER

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SUMMARY

Detailed-oriented professional with a strong background in administrative support, customer service and team management. Skilled in enhancing workplace efficiency, ensuring GDPR compliance, and managing daily operations. I bring excellent multitasking abilities and a commitment to delivering high-quality support in fast-paced environments, making me well suited to support executive needs effectively.

SKILLS

- Customer Service
- Office Administration
- Social Media Marketing and Management
- Team Management
- GDPR Compliance
- Project Management
- Microsoft Office Proficiency
- Leadership
- Workplace Engagement Initiatives Implementation.

WORK EXPERIENCE

BUPA:

Operational Support Advisor: May 2024 - Present

- Managing mailboxes, data input, and billing:

Resulting in efficient and accurate management of administrative tasks, ensuring smooth operation of billing processing and timely handling of communication.

- Address inquires per service level agreements:

Enhanced customer satisfaction by providing timely and accurate responses to inquiries.

- Follow operational procedures per GDPR regulations:

Ensuring compliance with data protection laws, minimizing risk of data breaches.

- Keeping updated on Bupa products, policies, and procedures:

Improving service delivery through current and comprehensive knowledge of products and policies.

- Participate in weekly team meetings and complete regular E-learning training:

Continuous improvement in service practices and customer journey, fostering a knowledgeable and cohesive team.

- Adapt to changing environments and learn new skills:

Demonstrated flexibility and adaptability, maintaining high performance in dynamic settings,

Senior Administrator: September 2021 - December 2022

- Oversaw daily admin and receptionist operations:

Well-run daily operations, resulting in increased efficiency and enhanced service delivery.

- Assisted healthcare professionals with report dispatching and diary management:

Improved coordination and timeliness of report dispatching, contributing to better patient care.

- Implemented workplace engagement initiatives, including daily mindful movement breaks:

Enhanced employee well-being and productivity through engagement initiatives.

- Demonstrated systems and reception operations to area management during site visits:

Showcased operational excellence and facilitated knowledge sharing with management.

- Managed team in absence of line manager:

Maintained operational continuity and team morale, demonstrating leadership skills.

- Supported with taking meeting-minutes during team meetings:

Provided accurate and useful records for future reference and decision-making.

ARKET:

Sales Advisor: August 2023 - March 2024

- **Provided customer-focused sales and service:**

Increased customer satisfaction and loyalty through high-quality service.

- **Managed auditing, replenishment, and supported seasonal campaigns:**

Ensured stock accuracy and availability, boosting sales and campaign effectiveness.

- **Demonstrated product knowledge and processed transactions:**

Enhanced customer experience and sales efficiency through informed product recommendations.

- **Independently covered shop floor during challenging situations:**

Maintained operational stability and customer service standards during peak times

- **Provided support during store closure decommissioning:**

Contributed to smooth store closure, minimizing disruption and ensuring proper procedures were followed.

TOPSHOP:

Flagship Sales and Services Advisor: January 2020 - February 2021

- **Delivered high-level customer service and supported flagship store operations:**

Boosted customer satisfaction and stored performance through excellent service.

- **Adapted a tailored service to assist with both local and international customers:**

Improved customer experience by catering to diverse needs and preferences.

- **Processed transactions and assisted in store decommissioning and stock redistribution:**

Ensured accuracy in sales transactions and effective stock management during store closure phases.

Ohlala Bahrain:

Freelance Social Media Content Curator: October 2018 - March 2019

- **Unpaid/Voluntary position to gain experience in the industry:**

Acquired practical experience and industry knowledge, enhancing professional skills in social media management.

- **Created social media content for a luxury magazine in the Middle East:**

Enhanced the magazines online presence and engagement through high quality, visually appealing content.

- **Curated Instagram stories about local events in Bahrain:**

Increased audience interaction and awareness of local events, promoting the magazine and its relevance to the local community.

- **Gained valuable experience in digital marketing and social media management:**

Developed essential skills in content creation, digital marketing strategies, and audience engagement, contributing to professional growth.

EDUCATION

Middlesex University London - October 2013 - July 2016

Lower Second Class Honors (2:2) - BA Hons International Tourism Management

CERTIFICATIONS

Barking Abbey Sixthform

- Academic Success in Business Studies - BTEC Level 3 Extended Diploma, October 2013
- BTEC Business Studies Award, October 2012

LANGUAGES

- **English - Native**

Read, Write, Speak

- **Arabic - Basic**

Read, Write, Speak

- **Turkish - Basic**

Read, Write, Speak

REFERENCES:

Upon Request.