



# Kelly Ortiz

Sales Administrator

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## Languages

English

Spanish

## About

BRANDS WORKED WITH

Catapult Agency

Easy Solutions

FCMB Bank

Uncle

## Experience

### ● HUMAN RESOURCES ASSISTANT

FCMB Bank | Nov 2022 - Now

- Assisted in the implementation and maintenance of HR programs, policies, and procedures.
- Supported recruitment efforts by coordinating job postings, screening resumes, scheduling interviews, and conducting reference checks.
- Managed employee onboarding and orientation process, including preparing new hire paperwork and conducting orientation sessions.
- Maintained accurate employee records and databases, ensuring compliance with data protection regulations.
- Assisted in benefits administration, including enrolment, changes, and inquiries.
- Responded to employee inquiries regarding HR policies, procedures, and benefits.
- Assisted in employee relations activities, including conducting investigations and documenting findings.
- Participated in HR projects and initiatives, such as performance management and employee engagement programs.
- Maintained confidentiality of sensitive HR and employee information.
- Provided comprehensive administrative support to the HR department, including scheduling meetings, managing calendars, and preparing documents and presentations.
- Assisted in organizing company-wide events and employee recognition programs.
- Managed HR filing systems and ensured accurate record-keeping.
- Prepared HR-related reports and presentations for management.
- Handled incoming calls and correspondence, directing inquiries to the appropriate HR staff members.
- Collaborated with other departments to facilitate cross-functional projects.

### ● REAL ESTATE ADMINISTRATOR

Uncle | Jul 2022 - Now

- Liaise with internal teams and external agencies to ensure a prompt turnaround of vacant properties within the Uncle building.
- Responsible for processing end of tenancy terminations, working with colleagues to ensure effective void management processes.
- Responsible for assessing applicants. Including obtaining necessary reference and credit checks.
- Responsible for allocation and lettings administration, ensuring all records relevant to the role are completed promptly and are accurate. Using systems such as Yardie, Hubspot, Pandoc, Microsoft office to input relevant information.
- Acting as a first point of contact and provide a responsive and seamless service to internal and external customers, in line with customer service standards. Signposting as appropriate.
- Provide advice to customers over the phone, email and in person.
- To meet or exceed service standard and key performance indicators associated with the role.
- Contribute towards continually improving the service and identifying efficient ways of working.
- Participate in learning and development activities that promote personal effectiveness and improving performance in the role.
- Comply with internal Audit requirements and external regulatory and statutory requirements.
- Ensure confidentiality of information and adherence to information governance ie Right to rent.

- **SALES ASSOCIATE**

Catapult Agency | Apr 2018 - Feb 2020

- Working at various locations around London providing excellent customer service
- Building rapport with customers
- Greeting customers

- **SALES ASSOCIATE**

| Nov 2019 - Jan 2020

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customer needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)



- **CALL CENTRE AGENT**

Easy Solutions | Jul 2018 - Sep 2018

- Answer inbound calls in a timely and friendly manner
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalised service
- Provide information on the company's products or services and generate interest in the offer
- Upsell products and services
- Research needed information using available resources
- Process orders, forms, and applications
- Route calls to other team members whenever needed
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Report on customer feedback
- Complete call logs and reports
- Manage & update customer databases
- Follow-up on customer calls
- Boost customer loyalty by offering a proper experience over the phone

## Education & Training

- **Westminster University**

Master of Arts,