



Sophie Harbour

Receptionist

London, UK

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Languages

English (Native)

About

Hardworking and energetic. Artistic and creative. Comfortable meeting different people in a fast-paced environment and maintaining a smile. Enjoys problem solving and tackling interesting projects. I like to be part of a great team and learning new skills but also happy to work alone.

BRANDS WORKED WITH

Burberry

Chelsea Football Club

Hobbs London

J. Walter Thompson London (JWT London)

Stella McCartney

WELLINGTON RIDING

Experience



● Receptionist

Stella McCartney | Aug 2023 - Jan 2024

Providing a welcoming environment for a variety of HNWI and VIP guests in a friendly and discreet fashion, often with very short deadlines and quick changes of plans.

Providing a bespoke level of care for the building, from usual duties to last-minute errands in a demanding and high pace environment. Usual duties include managing the Mailroom for incoming and outgoing deliveries daily, creating FedEx, UPS and Royal Mail shipments both international and domestic along with London based couriers. Swatches and samples of fabric and hardware for garments and products going to and from Italy, Paris and India. I was responsible for the accurate dispatch and return of all items going to and from Paris Fashion week.

Assisting in setting up all the meeting rooms and the café area for larger presentations. Liaising with the Facilities team to ensure the building systems are functioning, logging any issue to maintain safety and efficiency. Managing Staff cards and Keyholding for the building.

Keeping up constant communication with all staff, the Office manager and Facilities Manager and juggling the variety of demands in a timely and productive fashion. A lot of problem solving and maintaining and encouraging a pleasant and enjoyable work environment for all departments as a personal point of pride.



● Venue Receptionist

Chelsea Football Club | Aug 2019 - Aug 2023

Front of house for the Main office reception and events reception in Stamford Bridge, including match days. Working with the supporters, tourists and members of staff to ensure an enjoyable and welcoming experience at Chelsea Football Club. Involved in the compilation and communication of Event Orders to the relevant departments. Also liaising across departments, to ensure that deliveries for events have been processed for set up or collection.

Assisting Supporter Services to process Fan Requests and creating Fan letters and experiences to be sent for a variety of reasons. Assisting the Ticket department with packaging the memberships in a timely manner, ensuring quality and accuracy in a quick turnaround.

● Sales Assistant

Hobbs London | Aug 2017 - Aug 2019

Customer service both on the phone and in person, within a fast-paced retail environment on the Kings Road. Tasked with processing the stock and organisation of the stock room. Processing online orders throughout the day along with rush orders from other branches. The store had regular points of sale and window events that would involve assisting the designers with building and de rigging the furnishings associated with these activations.

● Receptionist & Facilities liaison

J. Walter Thompson London (JWT London) | Sep 2011 - Jul 2017

J Walter Thompson was one of the oldest and most prestigious advertising firms in the world. I was responsible for welcoming blue chip corporate clients and celebrities who came on site for voiceovers and other production work. I was accustomed to maintaining an energetic, friendly atmosphere with a fast pace of work and quick thinking. I created and managed client and internal bookings for a dozen meeting rooms, liaising with our hospitality providers, cleaning staff and maintenance team. I created a daily bulletin for the agency and sent out all event announcements and created artwork for the walls of our restaurant in preparation for client events and was involved in spec. work for pitch meetings.

● Groom and student

WELLINGTON RIDING | Mar 2010 - Aug 2011

Wellington Riding is an international competition venue and leading UK equestrian training centre with an outstanding reputation and luxury facilities. Attracting students and professionals from across the world, the award winning school is British Horse Society approved. Wellington Riding has a unique and beautiful location, set within 500 acres of the Duke of Wellington's Hampshire estate.

Duties include:

Equine care

House mother for 40 students

Maintenance and care

Work on the private livery yard overseeing 30 horses

Private care of 5 horses by private owners request

At Lord Mornington's request to oversee management and care of his private equerry: event and show horses when the Head Groomswoman was off site

In charge of special care of an award winning pony, owned by Lord Mornington, to bring back to care from a life threatening injury (a broken leg), to bring back to full health and competitive status.



● Intern

Burberry | Jul 2009 - Jul 2009

Burberry is a luxury fashion house, established in 1856 by Thomas Burberry and headquartered in London, England. It currently designs and distributes ready to wear, including trench coats (for which it is most famous), leather accessories, and footwear.

Duties include:

Anticipating the needs of the head of the atelier

Liaising with the head of the showroom to ensure all products are available to private clients

In charge of stocking and restocking racks

Styling for private clients

Organising models in the private studio

Organising Archive pieces for private clients at a moments notice

Overseeing new products coming into the showroom

Sourcing products for private clients

Research for wellness experiences for the entire team in order to boost mental health and moral

Organising team building experiences: Yoga and well-being

Admin for HR

Education & Training

2012 - 2018

● Luckley Oakfield

A-Level & GCSE, A-Level English Literature (C) French (C) Fine Art (C) GCSE Art & Design (A) English (A) English Lit (A) French (B) Latin (A) Math (B) R.E (A) Science Double (B, B) Textiles (B)

2008 - 2009

● Oxford Brookes University

Art & Design,

