



Polly Andrews

Administrator

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Languages

English (Native)

About

Experienced retail professional with a background as a Shop Assistant at British Heart Foundation. Skilled in till operations, item pricing, and customer assistance. Strong organisational abilities and adaptability to fast-paced environments, ensuring excellent customer service.

BRANDS WORKED WITH

British Heart Foundation

Express Solicitors

Michael W. Halsalls Solicitors Ltd.

Experience



Safeguarding Administrator

AQA | May 2024 - Aug 2024

Prioritising and managing over 1000 safeguarding cases where I filed and organised communication between schools and the top exam board over its busiest season. More specifically duties included: managing highly sensitive information; handling CRM, ShareFile and Excel and prioritising urgent cases.



Logistics coordinator and customer service advisor

ABL 1Touch | Nov 2023 - Feb 2024

This role involved customer service and administrative duties for a vehicle repairs insurance company. I organised the schedule of repairs for vehicles and kept customers informed of the ongoing process.



Administrative assistant

Express Solicitors | May 2022 - Aug 2022

My experience as an administrative assistant in a Top 100 law firm included the handling of all post and invoices; categorising and filing client's medical records; general admin duties including stationery/supply checks. I worked in a fast paced environment whilst building strong relationships with my team and superiors.

Administrative assistant

Michael W. Halsalls Solicitors Ltd. | Oct 2019 - Oct 2019

Work of a largely administrative capacity including organising/handling out post, categorising files and any email admin required.



Retail assistant

British Heart Foundation | Jun 2017 - May 2018

Working till; pricing/ categorising store items; helping customers on the phone and in person.

Education & Training

University of Durham, English

Bachelor of Arts,

Manchester High School for Girls

English Literature, Psychology and Art,