

KANGNA SOIN

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PROFILE

Organised and adaptable professional with experience across business administration, compliance support and customer service. Recent experience at Szerelmey includes managing contractor and subcontractor portal requirements, compliance documentation and certification records, alongside website updates and professional content creation. Confident managing multiple priorities, maintaining accurate records and communicating professionally across fast-paced working environments.

EDUCATION

Nonsuch High School for Girls | GCSEs: Grades 9–6 across 10 subjects

Geography - 8, Art - 7, Physics - 7, Biology - 7, Chemistry - 7, Religious Studies - 7, Mathematics - 6, English Language - 6, English Literature - 6, German - 6

EXPERIENCE

Szerelmey Ltd | *Administration Intern*

August 2026 - Present

- Supported day-to-day administrative activities within a specialist stonework and restoration contractor.
- Updated company information on subcontractor portal questionnaires and supported the completion of prequalification requirements.
- Collaborated with colleagues to gather and organise information on social value and wellbeing initiatives for internal and external communications.
- Produced written content and designed case studies and event artwork using Adobe InDesign.
- Updated and maintained company website content using WordPress, ensuring information remained accurate and up to date.
- Researched, created and published professional LinkedIn content to strengthen the company's online presence.

McDonald's | *Crew Member*

March 2025 – Present

- Deliver high standards of customer service in a fast-paced environment.
- Process customer orders and payments accurately and efficiently during busy periods.
- Work collaboratively with colleagues to support smooth day-to-day operations.
- Follow strict food safety, hygiene, security and company procedures.
- Manage multiple tasks effectively while remaining calm and professional under pressure.

Domino's, Epsom | *Customer Sales Representative / Crew Member*

February 2024 – June 2025

- Handled customer enquiries, complaints and issues by phone and in-store, resolving them professionally.
- Processed telephone and in-person customer orders accurately and efficiently.
- Operated EPOS systems, processed refunds and handled cash and card transactions.
- Worked collaboratively with colleagues to meet customer expectations during busy periods.
- Maintained high standards of organisation, cleanliness and food safety.

Jockey Club Catering, Epsom Downs | *Waitress*

January 2024 – March 2025

- Delivered high-quality customer service at busy sporting and hospitality events.
- Handled customer requests efficiently while maintaining professionalism.
- Worked collaboratively with team members to ensure smooth event operations.

The Rabbit Hole, London | *Front of House / Assistant Bartender*

July 2023 – October 2023

- Welcomed and assisted customers, delivering professional service and a positive guest experience.
- Processed orders and payments accurately using EPOS systems and handled customer enquiries.
- Assisted with food and drink service while maintaining high standards of presentation.
- Managed stock levels, organised storage areas and assisted with supplier orders and inventory management.
- Worked effectively under pressure and supported colleagues across different areas to ensure smooth venue operations.

Tax Link, Wimbledon | *Accounting and Administrative Work Experience*

July 2021

- Assisted with bookkeeping and payroll administration.
- Supported tax return filing processes.
- Managed incoming correspondence and organised documentation.
- Updated client and business information through GOV.UK online services.
- Redirected and distributed physical correspondence to ensure mail reached the appropriate recipient.
- Supported general administrative tasks and maintained accurate information.
- Handled sensitive business and client information carefully and professionally.

SKILLS

Administration & Compliance - Business Administration • Document & Records Management • Compliance Documentation • Contractor & Subcontractor Portals • Certification Administration • Data Entry

Digital & Marketing - Microsoft Office (Word, Excel, PowerPoint & SharePoint) • WordPress • Adobe InDesign • LinkedIn Content • Copywriting • Content Creation • Online Systems & Portals

Communication & Organisation - Professional Communication • Customer Service • Organisation & Time Management • Attention to Detail • Teamwork & Collaboration • Problem Solving • Adaptability

ACHIEVEMENTS AND ACTIVITIES

- Raised £400 for Dementia Friends, an Alzheimer's Society initiative.
- Participated in the National Citizen Service programme, developing leadership and teamwork skills.