Maya Thompson

Operations Coordinator

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Profile

Operations coordinator with six years' experience keeping busy service teams organised. Confident managing schedules, suppliers, records and day-to-day queries, with a record of improving simple processes and communicating calmly across departments. Looking for a senior coordinator role running rotas, suppliers and compliance records for a property or facilities team.

Employment

Operations Coordinator, **Harbour Lane Services, Bristol** — **March 2023–present**

- Coordinate rotas, meeting rooms and weekly workflow for a 24-person property services team across three locations.
- Introduced a shared supplier tracker that cut overdue renewals from 18 to 4 within six months.
- Prepare monthly purchase summaries, check invoices against orders and resolve discrepancies with suppliers.
- Handle escalated customer enquiries and maintain accurate action logs for managers.

Operations Assistant, **Westmere Facilities, Bath** — **June 2020–February 2023**

- Scheduled engineer visits and gave customers clear updates when priorities changed.
- Maintained compliance records for 300 client sites and flagged documents before expiry.
- Created a new starter checklist used across the operations team.

Reception Administrator, **Cedar & Finch Offices, Bath** — **September 2018–May 2020**

- Managed a multi-line telephone system, visitor bookings, post and meeting-room requests.
- Supported quarterly events for up to 80 tenants and suppliers.

Education and training

Level 3 Diploma in Business Administration, **Severn City College** — **2018**

A levels: Business, English Language and Geography, **Northbank Sixth Form** — **2016**

Skills

- Scheduling and workload coordination
- Supplier and purchase-order administration
- Microsoft Excel, Word, Outlook and Teams
- Accurate record keeping and customer communication

Additional information

Volunteer shift coordinator, Bristol Community Pantry — **2022–present**