

Sofia Mendes

OFFICE MANAGER



Birmingham, United Kingdom | sofia.mendes@gmail.com | +44 7462 330 719 | linkedin.com/in/sofiamendes

Office manager with five years of experience keeping mid-size offices running smoothly. Currently managing a 90-person office for an engineering consultancy — I look after everything from facilities and supplier contracts to onboarding new hires and organising company events. The kind of person who notices the printer is low on toner before anyone else does.

EXPERIENCE

Office Manager, Mott MacDonald, Birmingham

Jun 2022 – Present

Manage day-to-day operations of the Birmingham office — 90 staff across engineering, planning, and support teams.

- Oversee an annual office budget of **£320,000** covering facilities, supplies, maintenance, and catering
- Renegotiated the cleaning and security contracts, saving **£28,000 per year** without reducing service levels
- Coordinate onboarding for **25-30 new starters annually** — IT setup, building access, desk allocation, induction scheduling
- Manage relationships with **12 regular suppliers** and handle all office-related procurement

Office Coordinator, Irwin Mitchell LLP, Birmingham

Sep 2020 – May 2022

Supported the office services team at one of the UK's largest law firms, based in their Birmingham headquarters.

- Managed meeting room bookings and AV setup for **8 meeting rooms** across 3 floors
- Processed **£15,000/month in invoices** from facilities suppliers through the Ivalua procurement system
- Organised the annual Birmingham office summer party for **180 attendees** within a £6,000 budget

Receptionist & Admin Assistant, Pinsent Masons LLP, Birmingham

Jan 2019 – Aug 2020

Front desk and admin support at a major international law firm's Birmingham office.

- Managed reception for an office of **200+ staff and 40+ daily visitors**
- Handled incoming post, courier bookings, and **boardroom catering arrangements**

EDUCATION

BA (Hons) in Business and Human Resource Management, Birmingham City University, Birmingham

Sep 2015 – Jun 2018

Upper Second Class Honours. Final year dissertation on *the impact of workplace environment on employee productivity in professional services firms*.

SKILLS

Office & Facilities Management • Budget Management & Cost Control • Supplier & Vendor Management • Microsoft 365 (Excel, Outlook, Teams, SharePoint) • Health & Safety Compliance • Event Planning & Coordination • Onboarding & Induction Coordination • Procurement & Invoice Processing • Space Planning & Desk Booking Systems • First Aid (Qualified)

CERTIFICATIONS

IOSH Managing Safely, Institution of Occupational Safety and Health

Mar 2023 – Mar 2026

First Aid at Work (Level 3), St John Ambulance

Jun 2023 – Jun 2026

IWFM Level 3 Award in Facilities Management, Institute of Workplace and Facilities Management

Sep 2022 – Mar 2023

LANGUAGES

English (native) • Portuguese (native)

PROJECTS

Office Relocation & Fit-Out – Mott MacDonald Birmingham

Sep 2023 – Mar 2024

Coordinated the move of 90 staff to a newly refurbished floor within the Snow Hill building.

- Managed the floor plan and **desk allocation for 90 employees** including hot-desking zones
- Coordinated with IT to ensure **zero downtime** — all staff operational by 9am on move day
- Stayed **£4,000 under budget** on furniture and fit-out by sourcing second-hand standing desks

Supplier Contract Review – Mott MacDonald

Sep 2022 – Jan 2023

Reviewed and renegotiated all major office service contracts within first 3 months of starting.

- Benchmarked **12 supplier contracts** against market rates
- Renegotiated cleaning and security, achieving **annual savings of £28,000**

REFERENCES

David Hartley

Regional Director, Mott MacDonald

david.hartley@mottmac.com, +44 7700 900 518

Aisha Begum

Head of Office Services, Irwin Mitchell LLP

aisha.begum@irwinmitchell.com, +44 7700 900 143

EXTRA CURRICULAR ACTIVITY

Volunteer – Birmingham Dogs Home

Weekend volunteer helping with dog walking and kennel cleaning. Also helped set up their new volunteer scheduling spreadsheet.

Mar 2021

Member – IWFM West Midlands Branch

Attend quarterly networking events and CPD sessions for facilities and workplace management professionals.

Jan 2023