Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Transferable Skills

Organisation and planning

- Cut invoice processing time by 20% by tidying the filing system and adding a simple tracker.

Working with customers

- Handled up to 40 customer calls a day and kept first-contact resolution above 90%.

Learning new systems quickly

- Cleared a two-week backlog of customer emails in five working days.

Employment History

Job title	Employer	Dates
Office Administrator	Harbour & Pine Trading Ltd	March 2023 - October 2026
Customer Service Assistant	Meadow Lane Retail Ltd	June 2021 - February 2023

Education

Business Administration Diploma | Birmingham City College | 2021

First Aid at Work certificate, 2024

Skills

Microsoft Excel, Customer service, Data entry, Teamwork, Time management