Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Education

Business Administration Diploma | Birmingham City College | 2021

First Aid at Work certificate, 2024

Award: Employee of the Month, March 2025

Certifications

ECDL (European Computer Driving Licence)

Customer Service NVQ Level 2

Professional Summary

Organised office administrator with three years of experience in busy customer-facing teams. Strong on accurate data entry, clear written communication and keeping records in order. Looking for an office manager role where I can take on more responsibility.

Experience and Projects

Office Administrator | Harbour & Pine Trading Ltd | March 2023 - October 2026

- Cut invoice processing time by 20% by tidying the filing system and adding a simple tracker.
- Handled up to 40 customer calls a day and kept first-contact resolution above 90%.

Customer Service Assistant | Meadow Lane Retail Ltd | June 2021 - February 2023

- Cleared a two-week backlog of customer emails in five working days.
- Used the booking system daily to schedule 25 appointments a week with no double bookings.

Skills

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