Ashford Business Services Ltd

Amelia Hart

Office Administrator

amelia.hart@example.com | 01632 960 123 | Birmingham | linkedin.com/in/ameliahart

3 years	20%	40	90%
Office experience	Faster invoice processing	Customer calls a day	First-contact resolution

Career Highlights

- Cut invoice processing time by 20% by tidying the filing system.
- Kept first-contact resolution above 90% while handling up to 40 calls a day.
- Cleared a two-week backlog of customer emails in five working days.

Work Experience

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.

Education

Business Administration Diploma | Birmingham City College | 2021

First Aid at Work certificate, 2024

Skills

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