Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Citizenship: British citizen **Veterans preference:** Not applicable **Clearance:** None held
Highest grade held: Not applicable (no federal service)

Target Position

Office Administrator | Announcement 26-0147 | Department of Administration | GS-0303-07

Work Experience

Office Administrator | Harbour & Pine Trading Ltd | March 2023 - October 2026
Hours per week: 40 hours **Salary:** £24,000 a year **Supervisor:** Sarah Mitchell, 01632 960 200
- 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
Grade point average: 3.8

Skills

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