Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Skills Summary

Organisation: Microsoft Excel, Customer service

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

Customer service: Microsoft Excel, Customer service

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

Office systems: Microsoft Excel, Customer service

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

Work Experience

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

- Used the booking system daily to schedule 25 appointments a week with no double bookings.

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