Ashford Business Services Ltd

Amelia Hart

Office Administrator

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Birmingham | linkedin.com/in/ameliahart

Technical Skills

Microsoft Excel ●●●●○
Customer service ●●●●○
Data entry ●●●○○
Teamwork ●●●○○
Time management ●●●●○

Career Timeline

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

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

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.

Key Achievements

- 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%.
- 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.

Education

Business Administration Diploma | Birmingham City College | 2021
First Aid at Work certificate, 2024