Ashford Business Services Ltd

Amelia Hart

Office Administrator

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

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.

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

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

Languages
French
Spanish

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.
- 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