Ashford Business Services Ltd

Amelia Hart

Office Administrator

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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.

Selected Projects

Paperless filing tracker Built a simple tracker that cut invoice processing time by 20%.	**Customer email backlog clear-out** Cleared a two-week backlog of customer emails in five working days.
Appointment booking rota Set up a shared rota that scheduled 25 appointments a week with no double bookings.	**New starter induction checklist** Wrote a one-page checklist that cut new starter training time by a day.

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%.

Education

Business Administration Diploma | Birmingham City College | 2021

Skills

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