## 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.

### Publications

1. Hart, A. (2025). Tidying the filing system: a small-office case study. Office Management Journal, 12(3), 44-49.
2. Hart, A. (2024). First-contact resolution in busy front desks. Customer Service Review, 8(2), 21-26.
3. Hart, A. (2023). A one-page induction checklist for new starters. Office Practice, 5(1), 10-13.

### 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

### Skills

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