Ashford Business Services Ltd

Amelia Hart

Office Administrator

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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.
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