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.

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

Tech Stack

Office software

Microsoft Excel, Word, PowerPoint

Collaboration

SharePoint, Teams, Outlook

Business systems

Booking system, CRM, filing system

Certifications

ECDL (European Computer Driving Licence)

Customer Service NVQ Level 2

Languages

French

Spanish