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.

Career Timeline

- **March 2023 - October 2026 Office Administrator | Harbour & Pine Trading Ltd**
  - 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%.
- **June 2021 - February 2023 Customer Service Assistant | Meadow Lane Retail Ltd**
  - 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