Ashford Business Services Ltd

Amelia Hart

Office Administrator

amelia.hart@example.com | 01632 960 123 | Birmingham | linkedin.com/in/ameliahart

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.

Volunteer Experience

Volunteer Coordinator | Birmingham Community Food Bank | March 2023 - October 2026

- Organised weekly rotas for 15 volunteers and kept the food bank open six days a week.
- Cut invoice processing time by 20% by tidying the filing system and adding a simple tracker.

Work Experience

Office Administrator | Harbour & Pine Trading Ltd | June 2021 - February 2023

- Handled up to 40 customer calls a day and kept first-contact resolution above 90%.

Education

Business Administration Diploma | Birmingham City College | 2021

First Aid at Work certificate, 2024

Skills

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