

JAMES FRASER

OFFICE MANAGER

123, The Street, West Drayton, Sussex WD1 234 ~ (0121) 123456 ~ jamesfraser@hotmail.com

OBJECTIVE

I am an experienced and proactive Office Manager with a proven ability to take charge and run the office alongside other senior staff members. I have a strong managerial background with experience of supporting and mentoring staff.

WORK HISTORY

Office Manager Super Stationers Ltd, London : 2014 - date

- Overseeing the day-to-day running of the office ensuring all tasks are allocated and that no staff members are under/overloaded with work.
- Managing recruitment, arranging training and providing support for new and existing office staff, together with new staff paperwork and personnel information.
- Arranging office maintenance including window and office cleaners, ordering clothing for staff and processing holiday requests.
- Ensuring office procedures and policies are understood and followed, and acting as an advisor/intermediary when issues are escalated by staff.
- Arranging staff to prepare the boardroom and provide refreshments when visitors are present, booking taxis and hotels, ordering food when necessary and assisting the Managing Director including in respect of events such as company parties.

Office Manager Blue or Do Ltd, London : 2011 - 2014

- Coordinating and managing the back office.
- Providing seamless support to the projects.
- Diary management for senior staff members and clients.
- General Administration.
- Building client relationships and frequent client liaison.
- Attending meetings and taking attendance notes.
- Setting up meeting for clients and staff members.
- Project management.
- Develop strong working relationships with key clients. Anticipate, mitigate and resolve potential client relationship issues or concerns.

Office Assistant Happy Co, London : 2009 - 2011

- Working closely with other members of the admin and finance teams to ensure effective and efficient day to day management of the facility.
- General Administration.
- Building client relationships and frequent client liaison.
- Providing PA support to the executive team and other key stakeholders, diary management, calendar and schedules communication for the facility.
- Develop strong working relationships with key clients. Anticipate, mitigate and resolve potential client relationship issues or concerns.

QUALIFICATIONS

BA Business Administration (2:1)
University of London, 2007-2009

A Levels Maths (A), English (A), Science (B)
New College Nottingham, 2005 - 2007

SKILLS

Excellent organisational and time management skills.

Knowledge of Microsoft Office Suite (Word, PowerPoint, Excel) and other commonly used office packages.

Strong IT and typing skills.

Ability to prioritise tasks and work under pressure.

Good team working skills and the confidence to lead and motivate a team.

Excellent interpersonal, oral and written communication skills.

High level of attention to detail.

Flexibility and adaptability to changing workloads.

A problem-solving approach to work.

Project management skills.

Ability to manage own workload and supervise the work of others concurrently.

MEMBERSHIPS

Full Member (since 2009)

Institute of
Administrative Management

Full Member (Since 2011)

Association of Executive and Administrative
Professionals

INTERESTS



REFERENCES

Gareth Bromley CEO, Super Stationers Ltd

gareth.bromley@superstationers.co.uk

(0234) 456 7899

Tim Bowen CEO, Blue or Do Ltd

tim.bowen@blueordo.co.uk

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