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| JamesSmith | 123, The StreetNottingham NG1 234(01923) 123456jamessmith@james.com |
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| **Personal statement** |  | I am a competent secretary with 4 years’ experience and strong administration skills. I am highly computer literate, having excellent proficiency in Microsoft Office applications. I can also use of Sage 50 and Act! to a good standard. I have previously worked both independently and as part of a team, and in my past roles I have developed good organisational skills with excellent attention to detail. Both my roles and hobbies have also helped me build strong communication skills both written and verbal. I have a professional and confident telephone manner, and a positive and flexible outlook. |
| **Work history** | **Feb 2018 - date** | **Secretary | ABC Recycling Solutions, Nottingham**Working independently, I was responsible for a range of tasks including: * Answering the phone and handling enquiries
* Responding to email enquiries from customers and suppliers
* Day-to-day bookkeeping and helping the accounts team with matching invoices/dispatch notes
* Using Act! to add and update notes & customers
* Chasing debts through the phone and post
* General filing
* Providing ad hoc assistance to the management and sales office team with events, travel etc.

I was awarded ‘Employee of the Month’ on three occasions and won the monthly best ideas prize four times. |
|  | **Jan 2015 – Jan 2018**  | **Team Secretary | Glades Corporation, Nottingham**Working in a busy team of 10 support staff, I had a wide range of responsibilities including:* Preparing and issuing invoices, managing purchase orders
* Managing the diaries for the management team (12)
* Organising meetings and conference calls
* Covering reception as and when needed
* Typing and formatting lengthy documents (contracts, reports)
* Producing letters, minutes, presentations, valuations etc
* Arranging travel and hotels
* Maintaining annual leave records and processing requests
* Filing and archiving
* Assisting with the organisation of events

During my time at Glades I introduced a new filing system which made it far easier to locate records and saved each of the 10 support team members around 15 mins a day.  |
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| **Education** | **1991 – 1993** | **3 A levels in Maths (B), English (D) and Science (A)**Trent College |
|  | **1987 – 1991** | **9 GCSEs, all grade C and above**Acme Secondary School |
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| **Skills** | **MS Office** | Proficient in Word, Outlook, Powerpoint, Excel |
|  | **Accounts** | Proficient in Sage and !Act |
|  | **Typing speed** | 40wpm oral, 45wpm copy |
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| **Interests** | Climbing | Walking |
|  | Cycling | Playing guitar |
|  |  |  |
| **References** | Bob Lee0115 9123456 | boblee@abc.comABC Recycling Solutions, Nottingham |
|  | John Smith0115 9456789 | johnsmith@glades.comGlades Corporation, Nottingham |

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