JOE BLOGGS | Administration Assistant

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# Summary

I am an Administration Assistant with three years’ experience in a busy office. I am competent with Microsoft Office applications (Word, Excel, Outlook and Powerpoint) and I have used have fast, accurate copy (45wpm) and oral (40wpm) typing skills. In my past roles I have handled a full range of office and admin work, including covering a busy switchboard, greeting visitors, making travel arrangements, managing diaries, basic bookkeeping, filing, copying and sorting/distributing post.

# Work History

Administrative assistant – Blue Sky Marketing, Arnold

April 2017 – date

* Working both independently and as part of a team, as and when required
* Full range of general clerical work such as filing, photocopying, scanning, faxing, answering calls, making calls etc
* Accurate and efficient data entry
* Answering email and phone queries
* Managing and updating the company’s databases and lists
* Handling and resolving all client complaints
* Greeting visitors at reception, showing them to meeting rooms & preparing refreshments
* Managing calenders for the three directors
* Booking travel and accommodation for the three partners
* Maintaining training, sickness and annual leave records
* Making basic bookkeeping entries in Sage

In this very busy role for a popular marketing agency, accuracy and clear written and verbal communication were essential. Quite often I was required to work alone and I have therefore developed the ability to take responsibility and use my own initiative.

In addition, dealing with all complaints right through to resolution has helped me develop strong communication and negotiation skills.

# Work History (continued)

Administrative assistant – Clarks Recruitment, Arnold

March 2014 – March 2017

* Greeting clients and providing a professional first-class reception service
* Maintaining the visitor sign in/out book and giving out passes
* Managing eligibility to work checks/documents/checks
* Handling enquires from both job seekers and client companies
* Sorting and distributing incoming post; franking and organising outgoing post
* Ensuring meeting rooms were tidy and well stocked
* Monitoring and replenishing office consumables on a regular and systematic basis
* Dealing with purchase orders, checking deliveries and processing invoices.
* General admin duties such as filing, scanning, typing, coping, faxing etc
* Using the full suite of MS Word applications
* Accurately inputting and updating data in various systems

# Qualifications

Level 2 Certificate in Business & Administration (QCF) – Innovate Awarding (completed June 2019)

GCSEs – Redhill Academy, Arnold (completed June 2016)

9 GCSEs grade C and above including English Language (B) and Maths (B)

# Skills

* Copy typing 45wpm / Oral typing 40wpm
* Proficient user of Microsoft Word, Excel, Powerpoint and Outlook
* Accurate data entry
* Basic bookkeeping (SAGE)
* Strong complaints resolution skills
* Full range of admin duties (filing, copying, scanning, faxing, handling calls, managing calendars etc)

# Interests

In my spare time I enjoy cycling and hiking. I love escaping to the Peak District for a hike in the hills, come rain or shine.

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