

NAME NAME

SUMMARY I am an organised and reliable administration professional with over 20 years experience in providing administration and clerical assistance in the sports/health and retail sectors.

I have a broad range of experience, including general administration duties (filing, typing, etc), as well as more specialised duties (payroll, rostering, answering customer enquiries and dealing with complaints (face-to-face, phone and email). My excellent customer service skills are an asset in any role.

KEY SKILLS Computer skills in Microsoft applications
Preparation of correspondence – letters, minutes, emails and reports
Customer service – including working with general public, handling complaints
Organization and prioritization skills

QUALIFICATIONS	Qualification Name	Year attained
	Qualification Name	Year attained
	Qualification Name	Year attained

WORK HISTORY	MTH YEAR - PRESENT	COMPANY NAME	LOCATION
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JOB TITLE 1

Mth Year – Present

- Processing payroll adjustments in staff management system (**system name*)
- Rosters - making changes, arranging shift replacements
- Cash handling

JOB TITLE 2

Mth Year – Mth Year

- Prepare customer contracts
 - Contract signing - stepping customers through the contracts to ensure their understanding of the terms
 - Liaise between customer and supplier to ensure seamless install
 - Correspond with suppliers re: stock (phone, email)
 - Answer phone enquiries, deal with customer complaints
 - Maintaining online system for specialty sales management
 - All associated administration (eg. Photocopying, scanning, filing, managing and responding to email and letter correspondence, data entry, collating documents and compiling files in prescribed format, photocopying, filing, faxing)
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	MTH YEAR – MTH YEAR	COMPANY NAME	LOCATION
	JOB TITLE • Responsibility for day to day running of the centre • Administration duties (maintaining customer database, managing and responding to email and letter correspondence, data entry, collating documents and compiling files in prescribed format, photocopying, filing, faxing, ordering stationery) • Customer service – enquiries, handling complaints • Training staff members • Ordering, replenishing and rotating stock		
EDUCATION	COLLEGE NAME Degree/ Course Name	LOCATION	YEAR COMPLETE
REFERENCES	Available on request		