

Sharon Hill

Graduate secretary

AREAS OF EXPERTISE

Administrative duties

Clerical support

Secretarial tasks

Customer Service

Diary management

Typing, minute taking

IT skills

Email management

PROFESSIONAL

First Aid

German

PERSONAL SKILLS

Attention to detail

Time management

Good team player

Problem solving

PERSONAL DETAILS

Sharon Hill
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Norwich
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DOB: 13/04/1986
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A Business Administration graduate with secretarial experience and an ability to improve efficiency and increase office performance. A naturally organised and efficient individual with a high level of written and verbal communication skills. A proven ability to support and manage the day to day activities of managers and key staff members.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable position in office or patient services.

ACADEMIC QUALIFICATIONS

BBA (Hons) Business Administration
Norwich University 2007 - 2010

A levels: Maths (C) English (A)
Ipswich Town College 2005 - 2007

WORK EXPERIENCE

Coventry Electronic Repair Services – Coventry
TRAINEE SECRETARY June 2010 - Present

Responsible for carrying out all clerical support duties including: photocopying, typing, filing, sorting the post and telephone answering. At all times using discretion when providing information to others.

Duties:

- Dealing with enquiries from colleagues or members of the public.
- Screening of telephone calls and taking messages.
- Drafting reports, minutes correspondence, document amending.
- Responsible for health and safety and security issues in the office.
- Recording office expenditure and filing receipts.
- Organising training and induction for new staff.
- Informing managers of all legislative changes in my areas of responsibility.
- Improving administrative systems in the office.
- Arranging for the repair of office equipment i.e. printers, air conditioning.
- Travel planning for senior managers and directors.
- Managing purchase orders and invoices for the entire office.

KEY SKILLS AND COMPETENCIES

- Excellent spelling and grammar.
- Able to prioritize individual workloads according to deadlines.
- Typing speed of 60wpm.
- Excellent telephone manner and good interpersonal skills.
- Advanced knowledge of MS Word, Excel, PowerPoint and Outlook.
- Ability to manage multiple tasks simultaneously.
- Able to work as part of a team or alone.
- An understanding of equality and diversity policies and issues.

REFERENCES – Available on request.

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