

# Laura Jones

## Functional resume

### AREAS OF EXPERTISE

*Reception duties*

*Answering phone calls*

*Data entry*

*Administrative procedures*

*IT skills*

*Filing*

*Minute taking*

*Letter writing*

*Diary management*

*Data mining*

*Report writing*

### PROFESSIONAL

*Advanced First Aid*

*French Speaker*

*German Speaker*

*Team player*

*Multi tasking*

*Fire Marshall*

*Presentable & articulate*

### PERSONAL DETAILS

*Laura Jones  
Dayjob Ltd  
The Big Peg  
Birmingham  
B18 6NF*

*T: 0870 061 0121*

*M: 0087 222 9999*

*E: [info@dayjob.com](mailto:info@dayjob.com)*

*Driving license: Yes*

### PERSONAL SUMMARY

A real team player who is able to cover general administrative and clerical duties, provide excellent customer service and efficiently perform run of the mill office work like maintaining computerised and manual records. Flexible with both hours and tasks undertaken, reliable and trustworthy and always having a positive attitude. Laura is able to act as a first point of contact and deal with enquiries from members of the public and colleagues. Always willing to get involved & makes an effort to understand the work of others. Now looking for a suitable administrative position.

### KEY SKILLS AND COMPETENCIES

#### *Administrative attributes*

- Preparing and serving refreshments to visitors and Directors.
- Searching and interrogating electronic and manual databases.
- Receiving, sorting and distributing incoming/outgoing mail.
- Preparing advance and post meeting paperwork.
- Experienced in the use of database and word processing software.
- Completing all records and documentation legibly and correctly.

#### *Personal attributes*

- Committed to learning and self development.
- Self-motivated, proactive, able to use initiative and take responsibility.
- Excellent standard of literacy and numeracy.
- Good communication and listening skills.
- Flexible and able to adapt to changing priorities.
- Able to convey oral & written information clearly and accurately.
- Having a fast moving `can do` attitude.

#### *Office Management attributes*

- Possessing a responsible, mature and professional attitude.
- Ability to work in an anti discriminatory manner and to treat people with respect.
- Organising daily tasks to priorities and deadlines.
- Awareness of equalities issues and anti-discriminatory practice.
- Excellent organisation, planning and prioritisation skills.
- Approaching tasks with confidence and clarity & able to work using own initiative.

### CAREER HISTORY

ADMINISTRATIVE ASSISTANT      *Company name - Location*

OFFICE JUNIOR      *Company name - Location*

ADMIN STAFF      *Company name - Location*

DATA ENTRY CLERK      *Company name - Location*

OFFICE ASSISTANT      *Company name - Location*

### ACADEMIC QUALIFICATIONS

*Birmingham North University      2003 - 2006*

Nursing      BSc (Hons)

*Birmingham South College      2001 - 2003*

A Levels: Maths (B) English (A) Physic (C) Geography (A)

REFERENCES – Available on request.

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