

# Elisabeth Brown

## Trainee administrator

22 Somewhere Street Barnsley B44 7RR

Tel: 01331 443 9999

Mobile: 07700 333 8888

Email: [elisabeth.b@yourmail.com](mailto:elisabeth.b@yourmail.com)

### Personal profile

A graduate with a comprehensive knowledge of administration procedures and of providing administrative and clerical support. Presently working in a fast paced office environment handling important commercial and technical documents.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable trainee administrator position.

### Academic qualifications

BA (Hons) Business Administration

A' Levels: Maths (B) English (A)

NEBOSH Health and Safety

### Areas of expertise

Business administration	Secretarial tasks
Document management	Data entry
Diary management	IT skills

### Work experience

#### TRAINEE ADMINISTRATOR

*Harlows Financial Services June 2010 - Present*

Organizing and planning essential central services such as reception, security, maintenance, mail, as well as the day to day running of the office.

#### **Duties:**

- Having to evaluate, prioritize, organize and delegate work schedules within an office environment.
- Managing filing systems.
- Managing and recording office expenditure.
- Using electronic filing systems and office software, including email, spreadsheets and databases to store documents.
- Working at reception, greeting visitor and answering telephone enquiries.
- Recording office expenditure and managing the budget.
- Ensuring adequate staff levels to cover for absences and peaks in workload.
- Writing letters and corresponding with clients.
- Managing incoming telephone calls, screening calls and directing them to the appropriate parties.

### Experience and key competencies

#### Administrative skills

- Experience of electronic data management systems.
- Knowledge of and experience of promoting equality and diversity policy.
- Able to undertake large amounts of routine administration.
- Knowledge of resource allocation and forward planning.
- Experience of carrying out Fire Safety Risk Assessments.
- Organising office events.
- Screening and actioning email's.
- Processing financial requests.
- Providing secretarial support to advisors.
- Preparing high quality reports and general documentation.
- Communicating professionally with customers, contractors and other departments.
- Overseeing and supervising the work of junior staff.

#### Personal attributes

- A comprehensive understanding of health and safety regulations.
- Strong decision-making skills.
- Ability to multitask.
- The ability to form positive relationships with colleagues.
- Have a proactive, 'can-do' approach to work.
- Professional and confident telephone manner.
- High attention to detail and accuracy.
- Able to react quickly and effectively when dealing with challenging situations.
- Tactful, discrete and having respect for confidentiality.

#### References

Available on request.

#### Personal

Driving license:	Yes
Nationality:	British
Languages:	German, Polish

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