

Personal details

example@cvmaker.uk

+44 7890 567890

Birmingham, UK

Areas of expertise

Office Administration

Staff Supervision

Budget Management

Vendor Relations

Project Coordination

Process Improvement

Event Planning

Customer Service

Certifications

Level 3 Diploma in Business Administration, The City & Guilds, 2023

Level 3 Management and Administration, T Level, 2019

Certified Office Manager (COM), Institute of Administrative Management, 2019

Advanced Project Management Course, Birmingham Business School, 2018

Additional experience

Office Management Intern, Globex Solutions Ltd, London, 2018-2019

Event Coordinator Volunteer, Local Charity Fundraiser, Birmingham, 2016-2017

Languages

English - C2

French - C1

German - B1

Charlotte Turner

Personal profile

Results-driven Office Manager with 3 years of experience overseeing administrative functions in corporate settings. Adept at streamlining office operations, implementing efficient systems, and fostering a productive work atmosphere. Skilled in staff management, budgeting, and project coordination. Natural leader, eager to leverage organisational skills to enhance office operations and promote employee well-being.

Work experience

Office Manager

2021 - Present

Birmingham Business Solutions Ltd - UK

Direct and oversee daily office operations, ensuring efficiency and adherence to company policies. Manage and allocate resources, including staff and office supplies, to meet operational needs. Develop and implement streamlined office procedures, enhancing productivity and reducing costs.

- Introduced training programs that enhanced staff skills, leading to a 20% improvement in team productivity.
- Streamlined office supply procurement, saving 20% annually while maintaining quality standards.
- Led a customer service improvement initiative, resulting in a 15% increase in client satisfaction ratings.

Assistant Office Manager

2019 - 2021

Thames Corporate Services - UK

Assisted in managing office supplies, vendor relationships, and office maintenance activities. Coordinated staff training sessions and implemented efficient onboarding processes. Prepared and analysed monthly expense reports, ensuring adherence to budgetary constraints.

- Optimised travel booking procedures, reducing expenses by 25% while ensuring employee comfort.
- Facilitated team-building workshops, enhancing staff cooperation and morale.
- Negotiated with suppliers, reducing office supplies costs by 20%.

Education

Bachelor of Business Administration (Hons)

2016

Birmingham City University - UK

References

References available upon request