

Personal details

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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