

# AVA HATT

Dependable and highly organised receptionist (CPD certified) with 5+ years of experience in providing exceptional customer service and managing administrative tasks efficiently. Possesses excellent communication skills, creating a welcoming atmosphere for clients and visitors. Adept at multitasking and handling various responsibilities simultaneously



## SKILLS

Administration  
Supplier Relations  
Calendar Management  
Data Entry  
Reporting  
Business Writing  
Appointment Scheduling  
Invoice Management  
Expense Tracking  
Customer Service



## WORK EXPERIENCE

### Front Desk Receptionist, Croda International PLC | 2019 - Present

Serve as the initial point of contact, warmly welcoming visitors and clients. Efficiently handling phone calls, executing office errands, and offering crucial administrative assistance to senior management. This includes scheduling meetings, maintaining office calendars, and coordinating various office activities.


- Promoted from part-time Administration Clerk to Receptionist due to my consistent success in supporting vital business administrative functions.
- Played a pivotal role in centralising the company database, facilitating seamless information retrieval through effective cross-team collaboration.


### Administrative Assistant & Receptionist, Smith & Nephew PLC | 2015 - 2018


Delivered front desk support, warmly welcoming visitors and guiding them to the appropriate contacts. Efficiently managed incoming and outgoing calls, addressing inquiries and directing calls to the relevant departments. Contributed to the scheduling of appointments and ensured the reception area remained organised and inviting.


- Initiated and implemented new administrative processes that significantly enhanced office efficiency.
- Revamped the appointment system by integrating an interactive calendar, resulting in a swift, efficient, and user-friendly appointment scheduling process.

## PERSONAL DETAILS

 **Name**  
Ava Hatt

 **Address**  
London, United Kingdom

 **Phone number**  
+44 6164 079208

 **Email**  
example@cvmaker.uk

## EDUCATION

NVQ Level 2 in Health and Social Care part-time, in progress

Diploma in Business Administration, Manchester Business School, 2014

## CERTIFICATIONS

Receptionist: Office Admin and Reception Training - CPD Certified

## IT SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint)  
Google Workspace  
Calendly

## LANGUAGES

English, Native  
French, Fluent

## REFERENCES

Available upon request