

John Smith

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Professional Summary

Experienced administrative professional with over 10 years in office management and customer service. Strong organizational and communication skills with a focus on efficiency and client satisfaction. Seeking to transition into a new career path in nursing.

Core Competencies

- Office management and administration
 - Customer service and support
 - Team collaboration and leadership
 - Basic computer skills
 - Problem-solving and conflict resolution
 - Time management and organization
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Professional Experience**Office Manager**

ABC Corporation, Perth, WA

June 2015 – Present

- Managed daily office operations and administrative functions.
- Supervised administrative staff and coordinated office activities.
- Handled customer inquiries and provided support.
- Maintained office supplies and equipment.
- Organized meetings and events.

Customer Service Representative

XYZ Services, Perth, WA

January 2010 – May 2015

- Assisted customers with inquiries and provided product information.
- Managed customer accounts and processed transactions.
- Resolved customer complaints and ensured satisfaction.
- Maintained customer records and updated databases.

Education

Diploma in Business Administration

TAFE Western Australia, Perth, WA

Completed: 2009

High School Diploma

Perth High School, Perth, WA

Completed: 2007

Certifications

- Certificate III in Business Administration
- First Aid Certificate

Special Requirements

- Current Western Australian 'C' class driver's license
- Availability for shift work and weekend work

References

Available upon request.