**John Smith**  
456 Oak Street, Perth, WA 6000  
Phone: (08) 4444 5678  
Email: [john.smith@example.com](mailto:john.smith@example.com)

**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

**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.