

## Good CV example 2

### Hannah Mills

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### Profile

**Administrative support professional** offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

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### Education

#### 2011-2013

SOUTH LONDON COLLEGE: **BTEC Level 3 Diploma in Business:** Merit

#### Relevant Courses:

- Project Management for Executive Assistants
- MS Office for Professional Staff
- Electronic Presentations for Business Professionals
- Keyboarding and Document Formatting
- Communication Skills for Executive Assistants
- Finance for the Non-Financial Manager
- Professional Office Procedures

#### Professional Development:

- Microsoft Office Specialist (MOS), 2007

#### 2006-2011

PUTNEY ST.JOHN SCHOOL: **GCSE's:** 3 A's, 2 B's, 6 C's

#### Relevant Courses:

- Information Technology
  - Business Studies
  - English
  - Maths
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### Key Skills

#### Office Skills:

Office Management  
Records Management  
Database Administration  
50wpm typing speed

Spreadsheets/Reports  
Event Management  
Calendarling

Front-Desk Reception  
Executive Support  
Travel Coordination

#### Computer Skills:

MS Word  
MS Excel  
MS PowerPoint

MS Outlook  
MS Access  
MS Project

MS Publisher  
FileMaker Pro  
Windows

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## **Work Experience**

PUTNEY NURSERY SCHOOL,

**Office Assistant**, Summer 2012

Handled multifaceted clerical tasks (e.g., data entry, filing, records management and billing) as the summer assistant to nursery manager. Coordinated travel arrangements, maintained database and ensured the delivery of premium service to parents. Quickly became a trusted assistant known for "can-do" attitude, flexibility and high-quality work.

### **Highlights:**

- Communicated effectively with multiple colleagues to plan meetings and prepare welcome packages for new parents. Established strong relationships to gain support and effectively achieve results.
- Helped coordinate a number of open-day events (4 events of the summer) that contributed to consistently high enrollment levels.
- Entrusted to manage office in the nursery manager's absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official nursery correspondence.
- Developed innovative PowerPoint presentation used by the nursery manager to market the nursery to potential customers (parents).
- Earned excellent feedback during performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.

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## **Achievements**

- Elected Events Secretary for the South London College Annual Prom – assisted with sourcing a venue, selecting catering and selling tickets for successful event attended by 200 students
- Awarded the Putney St. John School Year 11 Achievement Certificate for punctuality and effort at school
- Achieved Grade 7 in Ballet and Grade 6 in Tap dancing
- Selected in 2010 for the Putney Netball Club under 18's team

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## **Interests**

- Member of the South London College Dance Society
- Regularly play netball for South London College and Putney Netball Club
- Also enjoy going to the cinema, singing and swimming