**Diana williams**

#18 Fifth Street

Mt Lambert

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**PERSONAL SUMMARY**  
A pleasant, professional and proficient administrator who has a long track record of ensuring things run smoothly behind the scenes of a busy office. I am an effective team member who has the ability to meet deadlines and ensure that the highest standards of Office organisation are maintained at all times. I will go out of my way to maintain an enjoyable and clean working environment. I have the experience of working with the general public, both face-to-face and over the telephone and I am someone who will always go that extra mile to get things done.   
  
  
**CAREER HISTORY**  
ADMINISTRATOR – January 2011 – January 2016  
Employers Name – **Winston Williams Construction Engineering limited**.   
Responsible for handling the day-to-day administrative tasks of the office and making sure that everything runs smoothly.  
  
**Duties:**  
  
♣ Maintaining an effective administration system.  
♣ Rapidly responding to and resolving any administrative problems..  
♣ Making sure that information is quick and easy to locate.  
♣ Ordering and maintaining office stationery and equipment.  
♣ Typing up correspondence including letters, faxes.  
♣ Offering a warm and friendly welcome to any visitors.  
♣ Sorting and distributing incoming post.

♣ Carrying out filing while retaining a good level of accuracy and efficiency  
♣ Keeping account of finances and updating files.  
♣ Receiving and redirecting telephone calls.  
♣ Raising and progressing purchase orders..  
♣ Managing electronic and printed files.

Employers name- **DELTA FORCE COMMUNICATIONS**  
♣ Troubleshooting.   
♣ Outside plant maintenance.

♣ Follow up communication with customers.

Employers name – **Cher- mere ( the herbarium ltd)**

Receptionist (6) months period

♣ Answering the telephone, transferring calls, taking accurate messages,

♣ Greeting customers, giving tours of the facility and scheduling appointments.

Notifying staff members of any customer cancellations, or the arrival of any unscheduled

visitors.

**KEY SKILLS AND COMPETENCIES**  
Administrator Skills

♣ Well organised, and be able to prioritise work in an efficient manner.  
♣ Providing high quality Customer Service.  
♣ Good level of numeracy.  
♣ Good at juggling tasks and prioritising.  
♣ Impeccable telephone manners.  
♣ Resolving and managing queries to closure.  
 Personal  
♣ Calm and composed under pressure and able to work to tight deadlines.  
♣ Ability to work within a busy and demanding team environment.  
♣ Able to work with minimum amount of supervision and on own initiative.  
  
**AREAS OF EXPERTISE**  
Office Administration  
Secretarial Duties  
  
  
**ACADEMIC QUALIFICATIONS**   
  
Computer Literacy   
O levels Maths   
English   
Principles of Business  
Social Studies

**REFERENCES**

**Available on request**