**(Your Name Here)**

(Address)   
(Postal Code)  
M:  0000 000 000  
P: (08) 1010 1010  
E: xxx

**Summary**

I am a motivated and hardworking customer service officer with four years’ experience in office administration, now seeking my next career challenge.

**Education**

Institution Name

City, Country.

**Microsoft Office Course**  
Graduated: 2006.

High School Name

City, Country,

**Higher School Certificate**  
> Graduated: 2005  
ATAR:83.75.

**Work Experience**

**February 2006 – Present: Customer Service Assistant**  
Hola Hoop Cosmetics

City, Country.   
  
  
Hola Hoop Cosmetics is an Australian owned, medium-sized cosmetics company.

**Responsibilities:**

* Meeting and greeting clients via phone, email and face-to-face
* Responding to internal and external enquiries
* Assisting with data management
* Handling invoices
* Performing general administrative duties

**Achievements:**

* Helped company transition to an online filing system, reducing filing errors by 85 per cent
* Launched annual makeovers for the homeless campaign to raise money for the homeless and maintain company’s social responsibility

**May 2004 – June 2005: Chip Fryer & Patty Flipper**  
Big Mama’s Burgers

City, Country

**Responsibilities:**

* Frying French fries
* Cooking meat patties

**Achievements:**

* Was employee of the month five times
* Reduced chip wastage by 15 per cent

**Skills**

|  |  |  |
| --- | --- | --- |
| **Software** | **Proficiency** | **Yrs experience** |
| Outlook | Advanced | 4 years |
| Word | Advanced | 8 years |
| Excel | Advanced | 6 years |
| PowerPoint | Intermediate | 5 years |
| Epicor database system | Advanced | 4 years |
| SAP database system | Advanced | 4 years |

**Interests**

I am a passionate foodie and love baking in my spare time. I enjoy making cakes and other sweet treats and have started my own food blog to document my culinary adventures. Website: www.letthemhavecake.blogspace.com

**References**

|  |  |
| --- | --- |
| **Frieda Cloud** - Customer Service Manager Hola Hoop Cosmetics **Phone:** (08) 0000 0000 **Email:** xxx | **Benjamin Picado** - Manager Big Mama’s Burgers **Phone:** (08) 0000 0000 **Email:** xxx |

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