#### JOHN SMITH

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#### PROFILE

Individual with five years’ experience in office administration within a higher education context. Excellent IT skills with knowledge of all [Microsoft Office](https://en.wikipedia.org/wiki/Microsoft_Office) applications, social media and university systems. A creative problem-solver and team player honed through working collaboratively with stakeholders across various departments. Seeking a senior role within Admissions.

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#### EDUCATION

**King’s College London, 2006 – 2009**

BSc Business Management (2:1)

**Brentwood Academy, 2004 – 2006**

4 A Levels – English, Maths, Business, Spanish

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#### WORK EXPERIENCE

**Nonesuch University | Examination Officer, 2011 – Present**

* Responsible for accurate coordination of exam preparation and compilation of results
* Liaise with department heads on day-to-day exam related issues
* Manage a team of three
* Reported findings of annual survey to senior management
* Successfully work to strict timelines
* Organised and implemented new working procedures to streamline process

**King’s College London | International Student Liaison Officer, 2009 – 2011**

* Developed and introduced new client-centred team approach
* Organised a series of events welcoming new international students
* Liaised with ‘Buddy’ system organiser to facilitate international support
* Customised database to suit unique departmental needs
* Maintained ongoing links with students and liaised with Student Services for wider support as needed.

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#### SKILLS

**IT and computing:**

Compiled and edited comprehensive monthly activity reports

Daily user of databases

Customised database to suit unique departmental needs

Microsoft Office – word, excel, access and powerpoint

Dreamweaver web package

**Other qualifications:**

TEFL

Driving Licence

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#### INTERESTS

**Student Careers/Job Fair Assistant at Blackwell University:** Awarded prize for effort and innovative contribution to encouraging employers to take part

**Volunteer in Costa Rica:** 12-week placement in Montezuma working to renovate classrooms and work with children

**Active volunteer for the British Heart Foundation:** Contribute to raising money through organising fund-raising events

**Middle Manager Member of Chartered Management Institute (CMI):** Regularly attend events and courses and participate in the mentoring programme

***References available upon request***