

# Amelia Ling

Oxford

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## EXPERIENCE

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### **ABC Enterprises, Office Administrator; May 2018- Present**

- Managing inventory of office supplies, including stationery and multimedia equipment to ensure smooth office operations
- Coordinating meetings and travel arrangements, resulting in a 20% reduction in administrative costs through improved vendor negotiation and budgeting
- Implemented a new digital filing system that increased document retrieval efficiency by 30%, significantly reducing time spent on administrative tasks
- Serving as the primary point of contact for all office-related inquiries, including phone calls, emails, letters and packages, ensuring timely resolution of issues and maintaining a positive office environment

### **Global Solutions Inc, Administrative Assistant; May 2015 - April 2018**

- Provided comprehensive administrative support to the executive team, including calendar management, travel coordination, and meeting preparation
- Assisted in the preparation of reports, presentations, and correspondence, ensuring accuracy and professionalism
- Supported HR with onboarding new employees and maintaining personnel records

### **Metro Health Clinic, Receptionist; January 2013 – February 2015**

- Greeted and assisted over 100 patients daily, managing appointments and ensuring smooth front-desk operations
- Handled incoming calls, scheduled appointments, and directed inquiries to appropriate departments, maintaining a high level of customer satisfaction
- Maintained patient records and ensured compliance with HIPAA regulations
- Assisted in the coordination of office events and meetings, contributing to a well-organised work environment

### **Bright Futures, Administrative Intern; September 2012 – January 2013**

- Assisted the administrative team with day-to-day tasks, including filing, data entry, and document preparation
- Coordinated volunteer schedules and managed communications with over 50 volunteers, ensuring smooth operations during events and outreach programs
- Supported the planning and execution of fundraising events, contributing to a 15% increase in donations from the previous year
- Developed and maintained spreadsheets for tracking donations, volunteer hours, and event attendance

## EDUCATION

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### **St Mary's High School, Durham 2005 – 2012**

- GCSEs: 8 C-B, including Sciences, English and Mathematics

## SKILLS

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**IT Skills:** Proficient in Microsoft packages, word, Excel, PowerPoint and Teams

**Languages:** English (native), Mandarin Chinese (conversational)

**References available on request**