CASEY WILLIAMS

ADMINISTRATION | CUSTOMER SERVICE | CAREER TRANSITION

New Zealand | casey.williams@example.com | Illustrative contact details

PROFILE

An experienced administrator and customer service professional seeking to bring strong coordination, recordkeeping and communication skills into the community and cultural sector. Offers a practical background in managing enquiries, processing orders and maintaining accurate information. Known for a calm, helpful manner, careful follow-through and making everyday processes easier for customers and colleagues.

RELEVANT STRENGTHS

Administration and accuracy Maintains records, checks documentation and follows up missing information before tasks are closed.

Welcoming service Responds to telephone, email and face-to-face enquiries with patience and clear explanations.

Coordination Organises appointments, tracks outstanding requests and balances competing deadlines.

Adaptability Learns new systems and uses existing service experience to contribute in different settings.

PROFESSIONAL EXPERIENCE

Customer Service Administrator

Cedar Business Supplies | 2021 - Present

- Respond to customer enquiries, prepare quotations and process orders for workplace supplies.
- Maintain customer records and check pricing, delivery details and supporting documentation.
- Liaise with warehouse colleagues and suppliers to resolve availability and delivery queries.
- Introduced a shared follow-up list so outstanding requests remain visible across staff shifts.
- Prepare routine invoices, investigate discrepancies and refer account decisions to the appropriate colleague.

Office and Reception Assistant

Willow Property Services | 2017 - 2021

- Welcomed visitors, answered calls and scheduled appointments for a small service team.
- Maintained job records, organised documents and supported routine invoicing.
- Kept customers informed of appointment changes and followed up requests with the relevant staff member.

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EARLIER EXPERIENCE

Retail Service Assistant

Meadow Home Store | 2014 - 2017

- Assisted customers with product enquiries, purchases and order collections.
- Completed point-of-sale transactions and maintained clear handover notes for colleagues.
- Supported stock replenishment and store presentation during busy trading periods.

COMMUNITY INVOLVEMENT

Volunteer Event Administrator

Riverstone Community Arts Weekend | 2024 - 2026

- Helped maintain event schedules, volunteer contact lists and participant registrations.
- Prepared visitor information and checked event details before material was circulated.
- Supported the welcome desk and directed visitors to activities and facilities.

QUALIFICATIONS AND DEVELOPMENT

Certificate in Business Administration
Westhaven Learning Institute | Completed 2016

Workplace training in customer service, records management and spreadsheet reporting.

DIGITAL SKILLS

Microsoft Word, Excel and Outlook; shared calendars; customer and order databases; routine invoice processing; electronic filing. Comfortable learning new booking and records systems with appropriate training.

CAREER DIRECTION

Interested in administration or visitor services within a community organisation, cultural venue or education setting. Brings established office skills, a welcoming approach and experience helping people find the information they need.

INTERESTS AND REFEREES

Enjoys local exhibitions, reading and community events. Referees available on request.