





AVA HATT

Detail-orientated and resourceful administrative professional with over five years of experience in fast-paced environments. Excellent written and verbal skills with proven success in maintaining operational efficiency. Skilled in delivering executive, administrative, and operational support with experience in supporting senior management across multiple levels.

PERSONAL DETAILS

-  **Name**
Ava Hatt
-  **Address**
Leeds, United Kingdom
-  **Phone number**
+44 8865 787211
-  **Email**
example@cvmaker.uk

SKILLS

- Administration
- Supplier management
- Calendar management
- Reporting
- Office management
- Customer service

EDUCATION


GCSEs including English, French and Mathematics, Sheffield High School for Girl

CERTIFICATIONS

Level 5 Certificate in Reception Operation and Services, Harley J Associates Ltd.




WORK HISTORY

-  2018 - Present
 - Front Office Manager**
[Croda International PLC, UK](#)
 - Serve as first point of contact for all visitors within multinational company and oversee daily operations, ensuring junior staff adhere to company policies and processes. Prepare meeting rooms, ensure workplace security, and assist with client correspondence. Address and resolve queries, organise daily lunch, monitor office inventory, and train new receptionists.
 - Onboarded and trained two interns by providing one-on-one training, support, and performance reviews.
 - Initiated and led redesign of office scheduling system.
 - Consistently demonstrated high-levels of customer satisfaction ratings based on feedback forms.
-  2015 - 2018
 - Receptionist**
[Smith & Nephew PLC, UK](#)
 - Applied excellent communication skills to assist visitors with office navigation while ensuring availability of refreshments. Provided administrative support to senior management with essential business support functions such as planning, organisation, and scheduling of meetings as well as client correspondence. Maintained calendars for appointments, directed inbound calls, and assisted with corporate document development while safeguarding strict confidentiality.
 - Promoted from part-time Administration Clerk to Receptionist by consistently demonstrating success in assisting with essential business administrative and support functions.
 - Centralised company database for easy retrieval of information through cross-team collaboration.



ADDITIONAL EXPERIENCE

-  2014
 - Administrative Assistant**
[Stryker Corporation](#)
 - Developed and rolled out new administrative processes that improved office operations.
 - Accelerated appointment system by incorporating interactive calendar, resulting in fast, efficient, and easy appointment scheduling.
 - Demonstrated excellent teamwork skills by assisting multiple departments with administrative tasks and drove continuous process improvement.