



Amara Okonkwo

Business Support Assistant | CertHE Business Student

About

I enjoy helping teams stay organised. I am confident using Outlook, Word, and Teams. I am interested in business administration and want to develop stronger digital skills for office work.

Experience



Business Support Assistant (Part-time)

Valley Coffee Co.

2 yrs

- Updated daily sales notes in Excel
- Answered customer emails
- Helped organise staff rota in Word



Student Volunteer

Community Market

3 yrs 7 mos

- Supported event sign-ins
- Recorded stock numbers
- Created simple social-media posts

Skills

Communication

Email organisation

Microsoft Word

Microsoft Excel

Teamwork

Education



University of Wales Trinity Saint David

CertHe Business

Current

Certifications



Microsoft Office Specialist (MOS): Word Associate

Microsoft

Issued Sep 2025



Microsoft Office Specialist (MOS): Excel Associate

Microsoft

Issued Oct 2025



Sam Petrovic

Customer Service Assistant | Interested in Digital Business Tools

About

I have experience helping customers in a busy retail environment. I enjoy learning new digital tools that make work easier, such as Excel for stock lists and PowerPoint for simple reports.

Experience



Customer Service Assistant

Greenfield Retail

2 yrs 2 mos

- Helped customers with product questions
- Updated stock lists in Excel
- Logged refunds using store system



Office Support (Work Experience)

Springfield Repairs

Sep 2023 – Nov 2023

- Answered phone calls
- Filed documents in OneDrive
- Typed short reports in Word

Skills

Customer service

Problem solving

Microsoft Excel

PowerPoint Basics

Time management

Education



University of Wales Trinity Saint David

CertHe Business

Current

Certifications



Microsoft Office Specialist (MOS): Excel Associate

Microsoft

Issued Feb 2026



Microsoft Office Specialist (MOS): PowerPoint Associate

Microsoft

Issued Feb 2026



Mira Al-Haddad

Junior Administrator | Building Strong Digital Skills

About

I am developing my digital and business skills through my CertHE Business course. I enjoy organising digital files, working with calendars, and supporting small tasks in office environments.

Experience



Junior administrator (Temporary)

Harbour View Services

Jan 2025 – Jan 2026

- Created simple spreadsheets for weekly tasks
- Updated the team calendar
- Prepared short Word documents



Volunteer Admin Support

Local Learning Hub

4 yrs 2 mos

- Helped organise digital files
- Checked shared emails
- Created posters in PowerPoint

Skills

Digital file organisation

Microsoft Outlook

OneDrive

PowerPoint Basics

Attention to detail

Education



University of Wales Trinity Saint David

CertHe Business

Current



Rohan Carter

Junior Data & Admin Support | BSc Business Graduate

About

I recently completed my BSc in Business, where I developed strong skills in organisation, digital tools, and simple data handling. I enjoy working with spreadsheets, keeping information tidy, and helping teams manage daily tasks.

Experience



Administrative Assistant (Internship)

Harbour City Logistics

6 mos

- Updated weekly spreadsheets in Excel
- Checked delivery notes and filed documents in OneDrive
- Supported the team with short reports



Student project Assistant

UWTSD Institute of Inner City Learning

Apr 2024 – Jul 2024

- Collected simple survey data
- Created tables and charts
- Prepared a short PowerPoint summary

Skills

Excel (tables, simple formulas)

File organisation

PowerPoint Basics

Time management

Teamwork

Education



University of Wales Trinity Saint David

BSc Business

2022 – 2025

Certifications



Microsoft Office Specialist (MOS): Excel Associate

Microsoft

Issued Aug 2023



Microsoft Office Specialist (MOS): Word Associate

Microsoft

Issued Nov 2024