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Mr Steven Collie  
ABC Health  
27 Smith St  
South Melbourne 3205

Dear Mr Collie,

**RE: Business Administrator**

I am very interested in applying for the position of Business Administrator that was advertised on Seek.com on 24 January 2021. As a qualified and experienced Health administrator, I was drawn to this role due to ABC's focus on improving the lives of those living with dementia. I have lived experience as my grandmother has dementia and this provides me with an excellent understanding of how to interact with families and friends of those living with dementia.

With qualifications in Business Administration and practical experience, I bring the following key skills to this role:

- Five years' experience as an administrative officer for a Community Health organisation ensuring that all documents and patient and staff databases accurately and efficiently maintained.
- Experienced in providing high quality administration services and prioritising tasks. I created and implemented a new online priority system which assisted all the office staff and resulted in a 30% increase in efficiency in resolving customer queries.
- Demonstrated front of house experience working on the reception desk for La Trobe Community Health and as Customer Complaints Officer at Woolworths. Responded to customer queries politely, and sensitively handled disputes to ensure a mutually satisfactory outcome for the customer and the organisation.
- Strong proficiency in using the suite of Microsoft packages. Using Microsoft Word and Excel, I prepared multiple reports and created and imported graphs and tables. Responsible for accurately maintaining the database of clients, preparation of major Power Point presentations and managing daily emails.
- More than five years' experience assisting people from diverse backgrounds and cultures including those from a non-English speaking background. I provided information clearly and simply, gave handouts translated into the relevant language and used the interpreter service where necessary to ensure customers' queries could be fully and comfortably answered in their own language.
- Commitment to high quality customer service as demonstrated by receiving the employee of the month award three months in a row, for delivering excellent customer service.

My enthusiastic, motivated, and positive attitude would make me an ideal Business Administrator at ABC Health. Please refer to my attached resume for further details and I look forward to answering any questions that you may have in an interview

Yours sincerely  
Ruby Devon