

# RESUME ID #117

---

## Objective

Dedicated, highly organized, and results-driven professional to secure a position with your company as a *Secretary, Receptionist, Administrative Assistant, or as applicable*, utilizing my skills, training, and experience

## Summary of Qualifications

- Over 12 years' experience performing a wide range of secretarial and/or receptionist duties in the legal services industry, assisting a law firm specializing in Social Security Disability, Workers Compensation and Federal Workers Comp, as well as Personal Injury, performing duties such as answering multi-line phones, determining the nature/subject of each caller, forwarding calls to the attorney or taking messages, preparing and typing correspondence, filing critical documents into client portfolios, and more
- Sets up new folders for new clients and notifies clients upon case closures and submits all documentation for their records
- Operates scanners, making digital copies, and sends such copies to Social Security Administration
- Over 20 years' experience providing uncompromising highest standards of customer service in the banking and legal industries, assisting customers/clients with their product/service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Over 20 years' experience in a managerial role as a Head Teller for a major banking corporation, supervising up to 6 employees in the banking industries and proficient with some aspects of workforce development including training/mentoring, delegating assignments, monitoring work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Operates copiers, fax machines, scanners, and printers
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently and/or collaboratively in a team environment

## Professional Experience

05/05 – 01/18 **Receptionist / Administrative Assistant**

Dennis A. Clary, Esq., Lewiston, NY

- Answered multi-lines phones, coordinating and scheduling appointments to meet with the attorney for various business matters related to personal injury cases including injuries sustained at work

- Received calls from potential clients, briefly interviewing them on the phone, determining the nature of the call (people involved, location, legal requirements, etc.), and contact information, submitted for follow up by the attorney
- Made outbound calls to doctors and hospitals to follow up on HIPAA requests for sensitive information in client/patient medical records
- Kept the office organized including creating new and updating client folders, filing, faxing, preparing correspondence, collecting payments, and more
- Performed inventory control throughout the office and requested the ordering of supplies as needed
- Prepared and made bank deposits, daily, as needed

### **Education, Training, & Achievements**

*Executive Secretarial Science (course studies)*  
Niagara County Community College, Sanborn, NY

*Diploma*  
LaSalle Senior High School, Niagara Falls, NY