

Resume 432

Objective:

To secure a position with your company in *Office Management or Customer Service* that will utilize my years of experience.

Summary of Qualifications:

- Many years' experience providing office management, clerical, and data entry, in a variety of settings; Answers multi-line phones, taking messages or routing callers to appropriate personnel, and operates most office equipment (copiers, fax machines, printers, etc.) and more
- Experienced in provided outstanding customer services and effectively completing the resolution to the satisfactory needs of the residents and customers
- Strong communications, analytical, detail-oriented, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of schedule
- Familiar with using computers, Windows, Internet research, and email
- Works well independently or in a team environment

Professional Experience:

10/2020 – Pres.

Office Manager

Habitat for Humanity (A4TD), Niagara Falls, NY

- Research, compile, and prepare reports, manuals, correspondence, or other information required by management or governmental agencies
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer
- Process and prepare documents, such as business or government forms and expense reports
- Compute, record, and proofread data and other information, such as records or reports
- Train other staff members to perform work activities, such as using computer applications
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs
- Schedule and confirm appointments for clients, customers, or supervisors

1997 - 2011

Full Time Care Giver

Niagara Falls, NY

- Provided family member (aunt) with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming
- Cared for aunt by changing bed linens, washing and ironing laundry, cleaning, or assisting with her personal care
- Planned, purchased, prepared, or served meals to her according to her prescribed diet
- Performed a variety of duties as requested, such as obtaining household supplies or running errands
- Administered prescribed medications, under the written direction of physician, and ensured she takes her medicines
- Accompanied her to doctors' offices or on other trips outside the home, providing transportation, assistance, and companionship

Education:

Master's Degree – English Literature

SUNY Fredonia, Fredonia, NY

Bachelor's Degrees – English and Psychology

SUNY Fredonia, Fredonia, NY