

# Resume 500

## Objective:

To obtain a position with your company in *Customer Service* or *Administrative* utilizing my extensive skills, training, and experience.

## Summary of Qualifications:

- Over 20 years' experience providing excellent customer service in a variety of settings, resolving customers' issues to their complete satisfaction
- Performs a wide range of office duties including answering phones and routing callers to appropriate personnel, greeting customers, scheduling appointments, filing/updating records, operating copiers, fax machines, etc.
- Experienced performing office duties including data entry, updating customer fundraising donation records
- Possesses strong communications, math and problem-solving skills
- Familiar with using computers, Windows, MS Office, Internet research, and email
- Types 60+ WPM, accurately
- Detail-oriented, multi-tasks well in a fast-paced setting, and completes all tasks/projects on-time or ahead of schedule
- Caring, compassionate, personable, and respectful in any work setting
- Works well independently or in a team environment

## Professional Experience:

1991 – 2002

### *Administrative Assistant*

Hank's Smoke Shop, Lewiston, NY

- Greeted persons entering establishment, determined nature and purpose of visit, and directed or escort them to specific destinations.
- Answered telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Set up and managed filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Scheduled appointments and maintained and updated appointment calendars.
- Transmitted information or documents to customers, using mail, or fax machine.
- Ensured forms and flyers were up to date and were stocked and available for customers.
- Maintained monthly supply counts and placed orders as well as purchased office supplies.
- Made copies of correspondence or other printed material.
- Provided services to customers, such as order placement or account information.
- Located and attached appropriate files to incoming correspondence requiring replies.
- Performed general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.

1981 – 1983

### *Office Clerk*

Chamber of Commerce

- Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Compiled, copied, sorted, and filed records of office activities, business transactions, and other activities.
- Typed, formatted, proofread, and edited correspondence and other documents, from notes or dictating machines, using computers or typewriters.
- Prepared meeting agendas, attended meetings, and recorded and transcribed minutes.
- Reviewed files, records, and other documents to obtain information to respond to requests.
- Completed and mailed bills, contracts, policies, invoices, or checks.

1979 – 1981

### *Receptionist / Office Clerk*

St. Mary's Manor, Niagara Falls, NY

- Operated telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greeted persons entering establishment, determine nature and purpose of visit, and directed or escorted them to specific destinations.
- Performed administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Processed and prepared memos, correspondence, or other documents.
- Kept a current record of staff members' whereabouts and availability.
- Performed duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.

**Education:**

***Certificate***

Accounting with Computer Programming

***GED***

Adult Education Program, Niagara Falls, NY