OFFICE ASSISTANT

from Resume Genius

CONTACT

(123) 456-7895

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45 Winfield Dr.
Charleston. SC. 90764

Linkedin.com/username

EDUCATION

2012 - 2014

B.A. SOCIOLOGY
Southern New Hampshire University, Manchester, NH

2009 - 2012

A.A. BUSINESS MANAGEMENT
Southern New Hampshire University, Manchester, NH

KEY SKILLS

WPM 89

MS Office Suite / POS System

English / Spanish

Writing Skills

Communication Skills

Team Leadership

AWARDS

2017-2018

Outstanding Work Ethic
Omega Corporations

PROFILE

Office Assistant with 6+ years of experience handling confidential tasks and making routine office tasks as efficient as possible. Proven managerial experience and cost-cutting abilities, while maintaining high standards and achieving company goals. Aiming to leverage my work experience and abilities into a managerial role at your company. Possess a Technical Writing Certificate.

PROFESSIONAL EXPERIENCE

2016 - Present

HEAD OFFICE ASSISTANT
Omega Corporations, Concord, NH / 2016 - Present

- Simplified the processes of retrieving data from the computer system, maintaining department records, typing and compile reports daily, quarterly and annually, saving $24,000 in labor costs annually
- Research all client loan discrepancies, and act accordingly, consistently attaining 95%+ customer satisfaction
- Supervise and train a staff of 3 regular clerks and 4 interns
- Received special award for outstanding work ethic 2 consecutive years
- Type confidential letters for senior members daily
- Responsible for the filing of billing requisitions as well as the retrieval of archived requisitions

2012 - 2016

ASSISTANT PAYROLL CLERK & CUSTOMER SERVICE
Land's End Industries, Concord, NH / 2012 - 2016

- Handled all payroll activities for 60+ employees and ensured posting of checks before end of month
- Answered incoming calls (avg. 40/day) resolving issues with both customers and billing department
- Improved customer service rating by 15% by training other employees in correct phone handling
- Converted manual payroll system into digital, and implemented and trained staff on usage
- Analyzed all company data entry systems and prepared recommendations for system-wide efficiency improvement