

SAM SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: samsmith@hotmail.com

EXPERIENCED ADMINISTRATIVE SPECIALIST

Executive & Staff Assistance/Customer Service & Support/Database & Records Administration

SUMMARY OF SKILLS

A self-directed and detail-oriented Administrative Professional with extensive experience within all facets of database management, front desk reception, and customer service and support. Recognized as a performer, able to manage multiple responsibilities simultaneously, proactively resolve issues, and consistently meet and exceed established goals and objectives. Accustomed to working under fast-paced, high-volume, time-sensitive conditions. Innate ability to combine time/resource-management skills and implement strategic administrative and operational initiatives to enhance productivity, quality, service, and bottom-line performance. Strong written, oral, and technical aptitude. Microsoft Office proficient.

CORE COMPETENCIES

- *Executive & Staff Assistance*
- *Front Desk Reception*
- *Filing/Faxing/Data Entry*
- *Applicant/Referral Processing*
- *Customer Service & Support*
- *Multi-Line Telephones*
- *Data Scanning & Archiving*
- *Reporting & Tracking*
- *Records/Database Administration*
- *Meeting/Appointment Scheduling*
- *Research/Investigation/Analysis*
- *Issue Resolution/De-Escalation*

EDUCATION

University of West Florida, Pensacola, Florida

Bachelor of Arts in Criminal Justice; Graduated: May 2008

Associate of Arts in General Studies; Graduated: August 2007

Florida A. & M. University, Tallahassee, Florida

Coursework Completed Toward a Bachelors Degree in General Studies

PROFESSIONAL EXPERIENCE

Administrative Specialist

Any Town, USA

Aug. 2006 - Dec. 2011

File Clerk - ABC Company (Nov. 2011 - Dec. 2011)

Administrative Maintenance Clerk - ABC Company (Oct. 2009 - Nov. 2009)

Resource & Enrollment Program Assistant- ABC Company (Oct. 2006 - Dec. 2006)

File Clerk - ABC Company (August 2006)

- Provided exceptional service to the public and performed a wide-variety of administrative/clerical duties including mail processing, office supply management, front desk reception, data entry, filing, and faxing.
- Prepared hard copy documents for scanning and data archival.
- Investigated and logged client information supplied during in-bound customer assistance.
- Developed child care listings for clients; conducted weekly orientations, maintained and distributed informational packets, and updated and preserved the client work hour database which detailed the additional time used and expenses due beyond the allotted hours.

Senior Secretary

Any Town, USA

Feb. 2005 - Apr. 2006

ABC Company

- Greeted visitors, handled multiple incoming telephone lines, and answered and directed inquiries appropriately; maintained a high-volume of incoming and outgoing calls.
- Coordinated meetings, scheduled appointments, and managed daily work schedules.
- Researched, processed, and tracked a high-volume of paperwork including incoming referrals from the Department of Children & Family Services (DCFS); verified and entered data and set up and organized files.
- Instructed clients on the proper manner in which to complete paperwork; liaised with the DCFS, on behalf of clients, with regard to their cases.
- Prepared, assembled, and disseminated memos, typed, filed, copied, and faxed correspondence and presentations, generated reports, and developed and updated spreadsheets.
- Received, sorted, and distributed incoming mail; assembled outgoing materials for mailing, sent and received faxes, and replenished various office supplies as needed.
- Informed DCFS of the ABC Company's processing status with regard to prospective and returning clients.

PROFESSIONAL EXPERIENCE (CONTINUED)***Selected Accomplishments:***

- Organized and employed new procedures to ensure office efficiency; consistently increased productivity, reduced costs, and streamlined operations.
- Proven track record in outstanding communication, customer service, ethics, compliance, leadership and personal performance.

In-Bound Telemarketer**Any Town, USA****Oct. 2000/Mar. 2000 - Jun. 2000**

ABC Company

- Entered client account information for retention and in-bound telemarketing acquisition sales.
- Answered incoming calls; provided customers with product and service information, took orders, responded appropriately to customer inquiries and questions, handled and resolved complaints, and researched required information using available resources.
- Entered customer information and processed orders, forms, and applications.
- Identified and escalated priority issues; routed calls to appropriate resource/personnel and followed up customer calls when necessary.
- Completed call logs and produced call reports.

Additional Experience:

Sales Associate - ABC Company (Any Town, USA)/ABC Company (Any Town, USA)

PROFESSIONAL DEVELOPMENT**Armstrong Atlantic State University, Savannah, Georgia**

- Computer Applications I & II - Usage of Microsoft Office Suite
- Political Science ▪ Public Speaking ▪ Universal Justice ▪ World Politics

University of West Florida, Pensacola, Florida

- Interpersonal Communications

References Furnished Upon Request