

LAUREN SAMPLE

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HUMAN RESOURCES ADMINISTRATOR

- ◆ Client Relations Management
- ◆ Training and Coaching
- ◆ QuickBooks Payroll Processing
- ◆ Cost Containment & Control
- ◆ Detail Oriented
- ◆ Quality-Driven Communication
- ◆ Accounts Payable/Receivable
- ◆ Creative Problem Solver
- ◆ Proposals, Quotes, & Invoicing

PROFESSIONAL EXPERIENCE – OVERVIEW

Dynamic and performance-driven administrative professional with strong organizational, customer service, and communication skills. Multi-disciplinary industry expertise with emphasis in records management, payroll processing, accounts payable and receivable.

- ◆ Distinguished performance maintaining timely and accurate financial reporting, including accounts payable and receivable.
- ◆ Completed accurate calculation and processing of payroll, managed billing, invoices, proposals and files for large corporate accounts.
- ◆ High-impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members, and top-tier executives.
- ◆ Compiled and itemized proposals utilizing QuickBooks software to create streamlined documentation for potential client accounts.
- ◆ Operated high-volume switchboard and maintained daily direct and indirect client relations operations including acting as point of contact when customers call in, providing company information and forwarding appropriately, based on needs.
- ◆ Facilitated customer satisfaction through immediate resolution of conflicts for strengthened client retention and loyalty.
- ◆ Provided high-level administrative support and managed organizational policies and procedures.
- ◆ Drove customer loyalty initiatives and productivity gains through effective and efficient customer relationship management.

WORK EXPERIENCE

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| Office Manager | MSC Mechanical, Callahan, FL | Present |
| Trainer | Curves, Callahan, FL | 8/05 to 1/06 |
| Teller | Compass Bank, Fernandina Beach, FL | 5/05 to 8/05 |
| Teacher | Jumping Jax Daycare, Hilliard, FL | 1/05 to 3/05 |
| Customer Service Rep. | Hollywood Satellite TV, Callahan, FL | 6/04 to 1/05 |
| Waitress | Ruby Tuesdays, Jacksonville, FL | 5/04 to 6/04 |

COMPUTER PROFICIENCIES

Microsoft Excel, PowerPoint, Word, Outlook, Blackboard and QuickBooks

PROFESSIONAL DEVELOPMENT

Associate of Arts, Florida Community College at Jacksonville
Bachelor of Science in Psychology, Liberty University – *In progress*