

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Administrative support professional offering versatile office organization and data entry skills with proficiencies in Microsoft Office and relational database programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

## HIGHLIGHTS

- Able to maintain confidentiality of information
- Effective written and oral communication skills
- Deadline-oriented
- Microsoft Office proficiency
- Meticulous attention to detail
- Excellent communication skills
- Customer service-oriented
- Administrative support specialist
- Trusted assistant known for a "can-do" attitude
- Dedicated team player
- Results-oriented
- Insurance eligibility verification
- Medical terminology
- Billing and coding
- Filing and data archiving
- Certified in 10-key

## ACCOMPLISHMENTS

- Ensured charting accuracy through precise documentation.
- Reviewed medical records for completeness, assembled records into standard order and filed records in designated areas according to alphabetic and numeric filing system.
- Answered multiple phone lines, transferred calls to corresponding departments
- Located, signed out, and delivered medical records requested by hospital departments
- Operated computer database to enter and retrieve data and type correspondence and reports
- Assisted other workers with coding of records
- Provided office organization by developing more efficient filing system and customer database protocols.
- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.
- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

## EXPERIENCE

12/2014 to 03/2015    **Database Specialist**

**Bae Systems**

- Responsible for scrubbing over 8100 records and updating addresses to USPS standards in donor database
- Supplied a daily log of contributions and invoice receivables for accounting department
- Cleaned up Capital Campaign and recurring gift pledges to reflect correct pledge amounts and balances
- Created and maintained donor record files for filing of confidential donor documentation
- Updated ticket sales and seating charts in database from past productions creating 735 new donor records

01/2000 to 01/2014    **Admin Assistant, Program Specialist**

**Northside Hospital**

- Provided administrative support services to improve office operations
- Provided quality customer service and confidentiality while processing sensitive information
- Maintained appointment calendar for conference room and scheduled meetings as needed
- Greeted visitors and supplied them with information related to their visit on campus
- Answered and routed calls appropriately, opened, screened, and delivered mail to staff
- Produced letters, forms, reports, statistical information, and other departmental data
- Converted pledge records into database, ultimately saving the university over \$9,000 in fees
- Maintained a high degree of consistency with superior attention to detail entering donor records
- Team player in scrubbing data for accuracy during a database conversion
- Assisted with daily reconciliations between Raiser's Edge and the Financial Edge's accounts
- Aided with yearly audits as needed and created queries and exports for departmental reporting

02/1990 to 04/1992    **Medical Records Clerk**

**Bakersfield Memorial Hospital – City, STATE**

- Compiled, verified, typed, and filed medical records
- Reviewed medical records for completeness, assembled records into standard order
- Located, signed out, and delivered medical records requested by hospital departments
- Operated computer database to enter and retrieve data and type correspondence and reports
- Assisted other workers with coding of records

## EDUCATION

**Certificate: Education Credential**

**California State Business Department of Education**

Education Credential Multiple Subject Credential - California State Business Department of Education General Office Clerk, Clerk Typist, Word Processor and Medical Secretary Certificate

## CERTIFICATIONS

Education Credential Multiple Subject Credential - California State Business Department of Education General Office Clerk, Clerk Typist, Word Processor and Medical Secretary Certificate

## SKILLS

Administrative Support, Customer Service, Data Entry, Office Organization, Problem Solver, Relational Database, General Accounting, Access, Acrobat, Adobe Acrobat, Clerk, General Office, Medical Secretary, Medical/dental Secretary, MS Office Suite, Publisher, Power Point