

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Organized and dedicated Administrative Assistant with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments.

SKILLS

- Meeting minutes
- Office administration
- Process optimization
- Travel Administration
- Routing Mail
- Organizing Mail
- Program Files Maintenance
- Faxing Paperwork
- Document Conversion
- Correspondence Handling
- Customer and client relations
- Time management
- Purchase orders organization
- Conference planning
- Mail distribution
- Employee timesheet processing
- Package routing
- Meeting arrangements
- Letter preparation
- Sorting and labeling
- Statistical data gathering
- Mail handling
- Administrative support

WORK HISTORY

01/2022 to 04/2022 **Management & Program Assistant (120 Day Detail)**

Ibm Corporation – Chantilly, VA

GS-07

40 hours per week

- Schedule meetings for managers as requested.
- Arrange travel arrangements for managers.
- Review all managers authorizations/vouchers prior to approval to assure authorizations/vouchers have the correct accounting codes.
- Complete PARs for the Dallas territory.
- Check and Validate SETR timekeeping for the Dallas territory.
- Perform Title Searches for Revenue Officers.
- Order Supplies for the Dallas territory using a Government credit card.
- Send out Action Due emails to managers and requesting a response in a timely manner.
- Run monthly reports for managers in the Dallas territory.
- Updating the Dallas territory Org Chart and Pseudonym on a monthly basis.
- Add new employees to SETR timekeeping.
- Assist Managers, support staff and other employees as needed.

04/2022 to Current **Shared Administrative Assistant**

Internal Revenue Service, Small Business Unit – City, STATE

- GS-06 Step 7
- 40 hours per week
- Assisting the managers with administrative and clerical duties.
- Verify SETR timekeeping and ICS to make sure each Revenue Officer has 40 hours, and their time is correct each week for payroll purposes.
- Make any corrections and/or changes to SETR timekeeping and ICS such as:
- Correcting Revenue Officers SETR codes, work hours, and submit T&A corrections.
- Updating the Territory ORG CHART to include Revenue Officers name, address, contact number, emergency contact number and desk number.
- Assigning cases Revenue Officers per their request (T-sign & STAUP) after the managers approval.
- Order Credit Reports for Revenue Officers per their request after managers approval.
- Sort and distribute mail to Revenue Officers.
- Deliver checks received by mail to Revenue Officers, deliver to manager if checks are over \$100,000.
- Review certified mail and make sure it's is properly written into the Accountable Mail Book.
- Make sure mail is picked up from mailroom by 10:30 am daily, make sure outgoing mail is out and in mailroom by 2:30 pm daily.
- Coordinate and initiate office supply orders for multiple groups and/or offices, as the purchase card holder, responsible for submitting payment for supplies using a Government credit card.
- Establishing and Documenting supply orders and purchases on FY22 Requisition log for reconciliation purposes.
- Reconciling purchases once order had been delivered.
- Run weekly time reports for managers.
- Run End Of Month Reports for managers.
- Advise managers of any Midyear and or Annuals that are due within 60 days.
- Maintain an established 3210 log book daily.
- Maintain an established 795 log book daily.
- Contact the contractors when network printers are not working.
- Take meeting minute notes during monthly meetings.
- Prepare closed/archived case files for shipping.
- Monitor and track mail distribution and timeliness.
- Perform other duties and special projects as assigned, which may include assisting other groups and/or management officials.

10/2017 to 07/2021 **Customer Contact Representative**

Internal Revenue Service, IRS/Accounts Management – City, STATE

- GS-08 Step 1
- 40 hours per week
- Responsible for taking inbound calls from taxpayers, power of attorney's, third party designee and first-time filers in the Accounts Management Department.
- Authenticating the calling by asking a series of questions and performing high risk disclosure (additional questions) if applicable.
- Accessing the taxpayer's account to make any updates, such as address changes.
- Checking status of 1st, 2nd, and 3rd Economic Impact payments, creating traces if payment has not been received by check and or direct deposit.
- Resolving any issues requested by the taxpayer.
- Explaining what future actions are required to achieve voluntary compliance by computing and advising of tax liability and probable assessment of taxes.
- Going over balance due and creating installment agreements.
- Amending tax returns and making any corrections requested by the taxpayer.
- Mailing correspondence letters to the taxpayer.
- Responding to a wide range of inquires involving laws, rules, and regulations.

04/2022 to Current **Shared Administrative Asistant**

Company Name – City, State

04/2022 to Current **Shared Administrative Assistant**

Company Name – City, State

EDUCATION

05/1997

High School Diploma

Metropolitan Advanced Technical High School - Kansas City, Missouri

Attended Metropolitan Advanced Technical Hih School from 09/1993-05/1997