

Jessica Claire

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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