

Micaya Willis

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Motivated and detail-oriented individual seeking an entry-level position in an office environment where I can utilize my organizational skills, strong work ethic, and ability to learn quickly.

Work Experience

Administrative Assistant

Delta Manor - Detroit, MI

October 2023 to Present

- Provide administrative support to the facility's management team, including scheduling appointments, managing calendars, and organizing meetings.
- Assist with resident admissions, including paperwork processing and coordination with families and healthcare providers.
- Maintain accurate records of resident information, including medical records and billing documents.
- Handle incoming calls and inquiries from residents, families, and visitors, providing assistance and directing them to the appropriate staff members.
- Assist with financial tasks such as processing invoices, collecting payments, and maintaining financial records.
- Ensure compliance with regulatory requirements and company policies, including maintaining confidentiality of resident information.
- Provide support to other departments as needed, including assisting with human resources tasks and coordinating facility maintenance.
- Demonstrate empathy, patience, and understanding when interacting with residents and their families, fostering a supportive and welcoming environment.

Admin Support

SLR Global Supply LLC - Detroit, MI

August 2020 to Present

- Assisted with administrative tasks such as data entry, filing, and organizing documents.
- Answered phone calls, took messages, and directed inquiries to appropriate staff members.
- Greeted and assisted visitors in a friendly and professional manner.
- Supported team members with various office tasks as needed.
- Provided general administrative and clerical support including filing, photocopying, scanning and faxing documents.
- Organized and maintained office files.
- Answered incoming calls, responded to inquiries and directed calls to appropriate personnel.
- Ordered supplies and maintained inventory of office equipment.
- Prepared outgoing mail by drafting correspondence, securing parcels.
- Operated office equipment such as computers, printers, copiers and scanners.
- Monitored office supplies stock levels and placed orders when necessary.
- Maintained front desk to provide positive first impression.

Seasonal Fulfillment Associate

Target - Warren, MI

October 2021 to December 2021

- Verified orders for accuracy and completeness, ensuring all necessary components were included.
- Packed items according to customers specifications and requirements.
- Utilized warehouse management system to track inventory and maintain records of shipments.
- Loaded items onto pallets or into containers for shipment.
- Inspected incoming materials for quality assurance purposes.
- Labeled cartons correctly prior to shipping outbound packages.
- Collaborated with team members to ensure efficient workflow throughout the shift.
- Operated handheld scanners to track merchandise throughout fulfillment process.

Sortation Associate

Amazon Logistics - Hazel Park, MI

November 2019 to May 2020

- Maintained accuracy and speed in sorting packages according to size, weight, and destination.
- Organized packages into designated containers for delivery.
- Operated conveyor belt systems to move items from one station to the next.
- Scanned barcodes on packages using RF scanners.
- Inspected packages for damage or incorrect labeling prior to sorting.
- Verified shipping information against customer orders for accuracy.
- Collaborated with other team members to ensure efficient workflow of packages through the process line.
- Provided support during peak periods by working extended shifts when required.

Front Desk Receptionist

Precise Lawn Care - Detroit, MI

June 2017 to October 2019

- Responsible for answering questions, scheduling appointments, and providing customer service to clients.
- Answered incoming calls, redirected callers to the appropriate personnel or department and took messages as needed.
- Maintained an organized reception area and ensured that all guests were attended to promptly.
- Managed incoming and outgoing mail, courier services, faxes and other correspondence.
- Performed data entry into computer systems to maintain accurate records of customer information.
- Provided administrative support such as filing documents, photocopying and scanning materials.
- Tracked office supplies inventory levels, placed orders for replenishment as needed and monitored deliveries upon arrival.
- Updated customer information in databases regularly to ensure accuracy of records.

Education

High School Diploma in General Studies

Chandler Park Academy - High School - Detroit, MI

September 2014 to June 2018

Skills

- Packaging (2 years)
- Customer Service (3 years)
- Stocking (2 years)
- Typing (3 years)
- Cash handling (3 years)
- Front Desk (3 years)
- Microsoft Outlook
- Office Administration