As a young professional, I am eager to advance within the office administration field. Experienced with business operations and procedures, I possess a strong ability to multi-task and to quickly learn new skills to suit any job role.

Customer Service  Cold Calling  Account Management  Contracts & Negotiations  Collections

HTML/CSS  Spreadsheets  File Maintenance

**PROFESSIONAL EXPERIENCE**

Office Administrator

COASTAL CLIMATE CONTROL Youngsville, LA (November 2014-PRESENT)

Coordinated day to day operations of three properties

* Acquired new customers through marketing efforts, email correspondence, and follow-up calls
* Acted as a liaison between vendors and management which resulted in greater communication
* Researched and reconciled customer concerns pertaining to invoices, rent, and payments plans
* Improved organization of shipments by logging deliveries and scheduling pick-up’s for UPS
* Scheduled and confirmed appointments, screened and directed telephone calls, relayed messages, and greeted walk-in customers

Shift Manager

ORANGE LEAF  Delray Beach, FL (August 2012-July 2014)

* Supervised 2 to 4 employees by delegating tasks, authorizing credits and refunds, and resolving customer concerns in a professional and courteous manner
* Trained new employees on store policies and procedures which produced high quality team members
* Boosted sales and customer experience by thoroughly explaining products and nutritional information which resulted in higher customer satisfaction

Research Assistant

FLORIDA ATLANTIC UNIVERSITY  Boca Raton, FL (January 2013-August 2013)

* Created an online psychological survey in order to efficiently collect data from participants
* Recruited student volunteers by posting opportunity to websites and presenting idea to college classes
* Completed literature reviews and researched related studies in order to implement effective research methods
* Scheduled participants for study appointments and monitored their progress through the trial period

**EDUCATION**

FLORIDA ATLANTIC UNIVERSITY, Boca Raton, FL

Bachelor of Arts in Psychology (2014)

**TECHNICAL SKILLS**

Office Software: Microsoft Word, Excel, PowerPoint, and Outlook; Adobe PDF