
Taylr Paki - Office Assistant

(702) 580-4112 / taylrpaki6@gmail.com

Professional Summary

Thorough and steadfast Office Assistant bringing unparalleled administrative and customer service skills. Works well in high-pressure and time sensitive settings with minimal supervision in both leadership and team roles. Especially effective with prioritizing tasks to run an efficient and organized workplace, developing problem solving solutions, and implementing corrections. Excellent communication and people skills with extensive strategic planning capabilities.

SKILLS

- MS Office, Google, Excel, CCC, Housecall, Service Titan, Card Connect, One Step GPS, Wells Fargo Financing
- Billing & Record Keeping
- Strong communication skills
- Prioritization and problem-solving
- Meticulous attention to detail

EXPERIENCE

Priority Services / ACLV Home Services - *Permits & Registrations / Parts & Office Admin*

- Las Vegas, NV • 02/2020 - 02/2021

- Started with Priority Services before company merged with ACLV in September 2020

- Pulled all necessary county/city permits for jobs which involved drawn out plans
- Arranged inspections with customer and city on completed work
- Kept physical and digitized records organized for easy updating and retrieval
- Registered all newly installed units for warranty and provided copies to customers
- Assisted with incoming/outgoing phone calls to customer in regards to scheduling
- Addressed customer concerns and questions, maintaining in-depth knowledge of company policies to minimize need to redirect calls
- Coordinated with service professionals about daily jobs and weekly follow ups
- Ordered all parts and developed a tracking system for all placed orders
- Maintained status reports on current projects to provide to management
- Dispatched service professionals to appropriate locations within in a provided time frame
- Created detailed work orders for technicians to reduce errors including accurate information on warranties, previous history, and any other necessary info
- Maintain weekly job records, double-checking timesheets against schedules for accuracy and submitting to the payroll department

Gerber Auto Collision And Glass - *Customer Service Representative*

- Seattle, WA / Las Vegas, NV • 04/2017 - 01/2020

- Started with Gerber in Seattle and transferred to Las Vegas in April 2019

- Created files for new incoming customers in order to track progress, phone calls, and important details regarding their vehicle
- Assisted with organizing paperwork, making copies of files, faxing documents, and other administrative tasks as assigned
- Assisted customers with setting appointments with estimators, scheduling tows, and collecting insurance payments
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Collected and maintained inventory count, and placed orders accordingly
- Posted high volume of payments to customers accounts & created daily banking deposits
- Made outbound calls to insurance companies to discuss and resolve unpaid accounts
- Trained newly hired CSR's on company policies, procedures and daily operations

Gerber Auto Collision And Glass - *Personal Assistant to the Regional Vice President*

- Seattle, WA • 04/2017 - 04/2019

- Arranged travel plans and itineraries, including flight, car services and reservations.
- Prepared and organized corporate meetings including set up, copies, meals, cleanup, etc
- Displayed absolute discretion at handling confidential information
- Kept a detailed track of items in order to create monthly expense reports

Darren And Brandi Orton - *Nanny and Personal Assistant*

- Branson, MO • 08/2012 - 12/2016

- Assisted children with homework assignments and special projects across different subjects to promote academic success
- Performed light housekeeping duties, such as dusting, mopping and kitchen clean up to keep household efficient and neat
- Transported children to and from school, activities and appointments
- Provided multifaceted services to career professionals by running errands, managing mail, scheduling appointments and arranging transportation

Sbarro - *Cashier/Server*

- Las Vegas, NV • 06/2010 - 06/2012

- Operated cash register for cash and credit card transactions with accuracy
- Restocked, arranged and organized merchandise in front lanes to drive product sales
- Mentored new team members on POS system operation, customer service strategies and sales daily/weekly goals
- Helped customers place orders, explained menu items and suggested appropriate options for food allergy concerns

EDUCATION

Arbor View High School

- Las Vegas, NV • 2011

- Graduated with High Honors in the top 15% of class