

Holly Judge

OFFICE ADMINISTRATOR/ADMINISTRATIVE ASSISTANT

✉ hollyj91@gmail.com

📍 Seattle

☎ 509-294-4990

Profile

Multifaceted office personal with experience in performing a variety of administrative and staff support duties for leadership and department teams. Works well in high pressure and demanding environments, anticipating operational and support needs.

Employment History

Administrative Assistant, Dawson Design Associates, Seattle

February 2020 — Present

- In-office IT Support work with off-site IT to coordinate network maintenance, new computer setup, and printer/computer troubleshooting
- Assist with HR recruitment and resume screening
- Calendar management for HR, Owner, and all-conference rooms
- Book travel arrangements for all personnel (including hotel, air, and car)
- Review and entry of accounting items, such as timesheets, AP invoices, UPS billings
- Maintaining accounting-related reports, such as Project Status Reports and Designer Progress Reports
- Assists HR, Marketing/PR, and Accounting in preparing Firm Processes and Procedure manuals

Front Desk Receptionist, Goldfish Swim School, Shoreline

September 2019 — Present

- Addressed concerns and questions regarding classes, and aided in account creation/class selection
- Maintained lobby and office facilities
- Maintained and archived customer records
- Complete follow on marketing campaigns and leads
- Logged customer follow-up via Salesforce

Receptionist/Schedule Coordinator , Foss Home and Village, Seattle

June 2019 — May 2020

- Maintained and archived office records
- Analyze and adjust the schedule of 60 nursing professionals, per shift, while adhering to industry requirements
- Notifying admissions when a new or returning resident has arrived and assisted in the initial intake.
- Collected payments for meals, managed front office cash flow
- Coordinated information and files between departments and medical offices
- Managed all the incoming and outgoing mail and processed them accordingly.

Office Administrator/CSR, Spectrum Quartz, Tukwila

October 2018 — February 2020

Details

Seattle

509-294-4990

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Skills

Scheduling



Bookkeeping



Microsoft Excel



Effective Time Management



Organized



Microsoft Office Suite



CRM Systems



Languages

CSS



HTML5



Javascript



SQL



- Compiled weekly and monthly reports for the Sales Operations Team regarding sales revenue, customer accounts
- Data entry and organization for Sales-force, and internal databases
- Created and maintained filing system for customer accounts, implemented system across multiple sites
- Maintained the personal expense reports for leadership
- Maintained accounting and collection calls as well as deposit report for cash and check payments
- Performed all general ordering and inventory for office
- Processed customer orders, and account creation
- Operated as tech support for West Coast operations
- Maintaining billing files, payments received, and payment pending files on clients' name
- Develop reports to detail aging and past due accounts as well as analyze for discrepancies and resolve variances
- Reconciled \$18,000 of unaccounted invoices bringing the site back to compliance within 2 months of being hired

Administrative Assistant to VP of Sales-Contract Position, TrueBlue, Tacoma

March 2018 — August 2018

- Compiled weekly and monthly reports for the Sales Operations Team regarding Sales revenue, Branch KPIs, and Login records
- Data entry and organization for Salesforce, CRM, and internal databases
- Directed logistics for Sales Operations meetings including travel arrangements, reservations, ordering training material
- Maintained the personal expense reports for the Sales Operations team
- Monitored office supplies and replenished stock as necessary
- Organized company events/catering for department and for VP

Customer Service Representative, Sagemax Bioceramics, Federal Way

April 2017 — March 2018

- Performed outreach for escalated issues, and to address immediate customer concerns
- Processed orders via email, fax, and inbound calls
- Sought and cultivated working relations with customers for continual business growth
- Managed daily processing of international orders, and accounts
- Developed procedures, and policies as part of Complaint Management team
- Diagnosed/resolved technical and material issues for end-users

Customer Service Representative, Blue Nile Diamond Company, Seattle

August 2016 — March 2017

- Performed outreach for escalated issues, and to address immediate customer concerns
- Assisted the clients in navigating through the website, processing online orders
- Member of the Safety Committee and Culture Committee.
- Assisted new employees in questions regarding operations and daily processes

Real Time Analyst, Faneuil, Spokane

October 2014 — August 2016

- Monitored daily service levels, productivity and real-time adherence through intra-day reports, and made adjustments as needed

- Managed agent scheduling, such as paid time off, against forecast to ensure service levels and ASA objects are met
- Oversaw real-time management processes and took proactive measures to meet call volume demands by managing skill sets, optimization of work patterns, offline time and breaks/lunches in Webstation IEX
- Worked closely with all departments/sites to improve knowledge of operational policies and practices that affect scheduling, consultant on behavior patterns and suggest plans of affirmative action
- Past achievements include implementing policy changes that increased site-wide adherence by 13% and dropping the average call handle time to 15 mins.

Education

Associate of Science in Computer Science- IT Support and Programming,
North Seattle College, Seattle

January 2019 — Present

Emphasizing beginning programming, networking, and troubleshooting skills

Web Application Technologies Certificate, North Seattle College, Seattle

January 2020 — August 2020

Completion of the program shows competency to build and support simple web-based applications. Ideal for positions in web application support, quality assurance, usability testing, and help desk.