**PROFILE:**  A well-organized, thorough and enthusiastic individual with experience providing Tier 1 Customer Service in a professional environment. Key strengths include knowledge of handling word processing duties, communication and exceptional telephone etiquette. Flexible and hardworking with the drive to succeed.

**CORE QUALIFICATIONS:**

* Capable of typing 55 words per minute
* Excellent customer service skills both on the phone and in-person
* Energetic, enthusiastic with excellent organizational and management skills
* Experience in running multiple-line telephone systems
* Communicate effectively with peers/executives/customers – effective with verbal/written communication
* Proficient in MS Office, Google Sheets, and other computer programs
* Ability to learn new software applications with ease
* Customer Service Oriented
* Flexible and reliable

**EXPERIENCE:**

March 2020 - Current, Unicorn Cleaning Services

**Administrative Assistant/Human Resources Assistant**

* Provide direct administrative support to HR Manager including calendar management, scheduling, and collecting expense reports
* Willing to understand the implication of the work to be performed and make recommendations for improvements and solutions
* Works with HR director and Team Manager to continuously improve procedures and processes within the team
* Coordinates and performs all administrative duties relating to pre-employment paperwork as well as scheduling drug tests and running background checks
* Served visitors by greeting, welcoming, directing, and helping as needed
* Operate standard office equipment
* Enters, updates, and/or retrieves information from various automated, human resource and/or payroll systems.
* Calculates and enters various types of compensation adjustments; completes forms to notify employees of changes
* Provides assistance and training to others in the work unit
* Responding to general inquiries and forwarding inquiries to company owner
* Responsible for the update and maintenance of various distribution lists internally and externally
* Responsible for organizing promotional material, catering, office supplies, and business cards
* Handle day-to-day operations and specific tasks in a fast-paced environment
* Other duties as assigned

January 2020 - March 2020, Assured Healthcare Systems (Company was closed down)

**Human Resources Assistant**

* Records employee information such as personal data, compensation, benefits, tax data, attendance, performance reviews or evaluations, and termination date and reason.
* Processes employment applications and assists in other employment activities.
* Update employee files to document personnel actions and to provide information for payroll and other uses.
* Examine employee files to answer inquiries and provide information to authorized persons.
* Administer and score aptitude, personality, and interest tests.
* Maintain, process, distribute, and update records, files, and documents.
* Compile and maintain records for use in employee benefits administration.
* Prepare and file reports of accidents and injuries at the establishment.
* Check emails daily.
* Type labels, letters, and envelopes.
* Proofread and correct errors.
* Compose standard letters in response to routine correspondence.
* Answer phones, screen and place calls, monitor and follow up on voice mail recordings, refer calls to appropriate parties.
* Maintain confidentiality at all times.
* Prepare meeting and conference rooms
* Maintain, process, distribute and update records, files, and documents.
* Maintain calendars of HR Manager.
* Present findings in oral and written form.
* Prepare and set up for interviews.

October 2018 – January 2020, A. Hickman

**Personal Assistant/Nanny**

* Booking and arranging travel, transport, and accommodation
* Managing diaries, organizing, meetings and appointments
* Collating and filing expenses
* Preparing reports, presentations, and correspondences
* Act as the 1st point of contact between the manager and internal/external clients
* Run errands picking up dry cleaning, grocery shopping, and transporting her child to and from Dr appointments
* Assist with occasional meal prep and light cleaning around the home
* Bathe, change, and feed the baby
* Monitor manager’s email and respond accordingly when required
* Comply with all given job instructions and maintain established cleanliness and health standards for the home and child’s safety

September 2017 – October 2018, Thunder & Lightning Services

**Human Resources Assistant/Administrative Assistant**

* Answer incoming calls and direct each call to the appropriate location
* Answer Adjuster questions regarding the status of their insureds home
* Assist HR Manager with scheduling the techs, tracking timesheets, inputting timesheet data, and assisting with payroll
* Create new files and input them in Zoho
* Upload pictures to the files and create photo PDF’s for each file to send to the adjuster for mitigation purposes
* Keep track of the accounting books by updating daily purchase orders and distributing purchase order numbers and checking the company’s bank account
* Follow up with Adjusters and clients regarding past due bills
* Track inventory and order supplies when needed
* Occasionally help clean the office, vacuum, wipe down the desks, keep the front office area tidy, make sure bathrooms are fully stocked with all necessities.
* Update the referral sheet in Google Sheets daily
* Welcome new employees by conducting orientation

August 2016 to September 2017, Louie & Stettler A Law Corporation  
**Clerk/Receptionist**

* Greet clients in the office and direct them to the appropriate location
* Answer and direct phone calls for both the Burbank and Orange County offices
* Schedule and confirm appointments with clients and other personnel
* Perform various secretarial/clerical duties such as documenting, photocopying, faxing, mailing, and organizing filing system
* Sort and distribute incoming communication data, including faxes, letters and emails
* Help coordinate office events by preparing conference rooms for, “DEPO’s, meet and greets, etc.”
* Manage front office reception area by cleaning and organizing desk and visitor lobby
* Assist Attorneys with building arguments using supporting evidence

February 2016 to July 2016, TRISTAR Insurance Company  
**Member Services Representative/Receptionist**

* Greeted and welcomed guests in person and on the phone; answer and direct inquiries to designated department
* Answered participant and provider questions concerning various health plan benefits, claim status and eligibility of participant
* Provided patients with information on how to make claims
* Obtained information from patients and companies to complete forms
* Log all calls in a database as to what questions were asked by each participant or provider and how answered by the service representative in order to provide a complete record of all communication with participants and providers
* Managed front office reception area by cleaning and organizing desk and visitor lobby

August 2014 to February 2016, The Westin Lake Las Vegas

**Guest Relations/ Customer Service/ Greeter**

* Check-in/check-out hotel guests courteously and efficiently; process all payments according to established hotel requirements and provide information and assistance to all guests and visitors
* Anticipated guests needs, respond promptly and acknowledge all guests concerns
* Monitored and maintained cleanliness, sanitation, and organization of assigned work areas
* Met with Supervisor to review daily assignments and priorities
* Answered department telephone within specified number of rings determined by property guidelines using correct greeting and telephone etiquette
* Promoted positive guest relations to all individuals approaching the Front Desk

**VOLUNTEER WORK:**

Heritage Park Senior Facility

2011-2012

* Assisted in creating a friendly meal environment for seniors to include tasks such as: roll silverware, set up tables, sweep floors, polish cups
* Posted order serve meal ; Once meals completed, clean up before next meal
* Prepared plates for “Meals on Wheels”
* Maintained kitchen cleanliness and inventory

**REFERENCES:**

* Will be pleased to furnish upon request.