

# ROBERT SMITH

## Administration Assistant/Receptionist

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**Phone:** (0123)-456-789

### SUMMARY

Over 9 years of experience in a fast paced work environment working with Administrative and Human Resource duties in the US Army & Reserves. Excellent team-building skills, discretion, good judgment, and maintain confidentiality of personnel and employee information. Associate Degree in Healthcare Administration.

### SKILLS

Data Entry (5 Years), Microsoft Applications (9 Years), Customer Service (9 Years), Organizational (9 Years), Customer Relations (9 Years)

### WORK EXPERIENCE

#### Administration Assistant/Receptionist

ABC Corporation - March 2004 – February 2007

- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheets, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material for a company of 124 Soldiers with zero deficiencies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters.
- Complete forms in accordance with company procedures.
- Review work done by others to check for correct spelling and grammar ensure that company format policies is followed, and recommends revisions.

#### Administration Assistant

ABC Corporation - December 1998 – August 2008

- Ensure that all accounts payable transactions are recorded properly in general ledger Key invoices in A/P system according to detailed instructions
- Matches checks to paid invoice back-up, files A/P paid Coordinates any exceptions/unidentified payments with customers remote location and internal department to achieve resolution
- Input documents by properly following batch control procedures
- Administration Assistant Utilize excellent oral and written communication abilities to enhance financial efficiency Multi-phone line answering internal and external calls Make all appointments for all managers and supervisor
- Research customer complaints and respond in writing, via email or phone Perform office clerical duties

- Maintained organization of office for filing of documents, correspondence, and business records.
- Insurance-process insurance online for pre-authorization and claims, hippa knowledge.

## SCHOLASTICS

- Bachelor of Science in Healthcare Administration - 2014(University of Phoenix)Associates in Healthcare Administration - (University of Phoenix)