

Selorm Kploanyi

Receptionist

Whittier, CA
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To pursue the Administrative Assistant position to utilize my experience in administrative support and office management

WORK EXPERIENCE

Receptionist

Whittier College Center - August 2014 to May 2015

Contacted employers and reviewed online job posts to conduct job and internship research for a college career center

- Developed human resource tools by creating surveys, informational Excel sheets, and tutorials for Whittier College's job search database in the hopes of simplifying the student's job search experience
- Organized essentials for business and networking events to ensure that directors were prepared and punctual
- Provided direct customer service by responding to guest phone calls, emails, and walk-ins while communicating messages to the appropriate director in a timely manner

Customer Service

Chiropractic Life Center - June 2014 to January 2015

Managed a fast paced work environment by collecting client fees, updating patient account information and directing customers to their appropriate waiting area

- Acted as a payroll coordinator and assisted with hiring and compensation
- Entrusted to analyze and process the financial data of over 500 clients while monitoring and recording the flow of assets from day to day
- Delivered excellent customer service by resolving issues, answering questions and strengthening the office's overall relationship with its clients

Admin Support/Marketing Research

Bay Cities Container Corporation - January 2013 to June 2013

Performed extensive research on appropriate clients and trade shows for a point of purchase display manufacturer

- Entrusted to schedule meetings (international and domestic), arrange detailed travel itineraries and prepare agendas
- Devised proposals and financial Excel sheets to effectively communicate facts and decisions to supervisors and coworkers
- Analyzed the seasonality of retail markets to determine the best time to target marketing efforts towards them
- Maintained good relations with international and domestic clients through exponential customer service
- Gained a quick understanding of Bay Cities in order to market its services to clients

EDUCATION

Whittier College - Whittier, CA
May 2015