Jerry McGuire

5800 Park Drive, #37 ◼ Daisyville, IA 57820 ◼ Home: (438) 921-8864 ◼ Email: jmac88@javastartup.com

Receptionist

Customer Service Expert ◼ MS Office “Power User” ◼ Adept Written/Verbal Communicator

Key Skills

|  |  |
| --- | --- |
| Office Skills: | Telephone & Front Desk Reception ◼ Customer Service ◼ Filing Database & Records Management ◼ Executive & Administrative Support  Reports & Spreadsheets ◼ Complaint Handling ◼ Data Entry (75 WPM) |
| Computer Skills: | Word ◼ Excel ◼ PowerPoint ◼ Access ◼ Visio ◼ Outlook ◼ Windows Vista/XP |

Professional Experience

Huckabees Corporation (New York, NY) ◼ Receptionist, 3/05 to 8/09

Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.

Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.

Led “cleanup” of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.

Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

Oscorp (New York, NY) ◼ Receptionist, 3/04 to 2/05

Served as first point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.

Transformed previously manual processes relating to vendor/supplier records into an efficient, computerized system. Efforts exposed overcharges and double billing to recover $5,000 in erroneous payments and prevent their recurrence.

Education

Ohio University (Athens, OH)

AS in Business, 2004

|  |
| --- |
| “This fellow is a first-rate administrative support professional…excels in organizing our busy office… ensures all of our customers’ needs are taken care of…truly an exceptional employee…”  Excerpts from 2008 Performance Review |