

ADMINISTRATIVE ASSISTANT

Summary

Performance-focused leader eager to offer dynamic customer service / administrative assistance, business support, data / recordkeeping, and client relations talents toward maximizing your success within a growth-oriented role. ADMINISTRATIVE OPERATIONS * ACCOUNT MANAGEMENT * DATA / RECORDKEEPING * BILLING / INVOICES * CUSTOMER SERVICE APPOINTMENT SCHEDULING * SUPPLIES ORDERING * INVENTORY CONTROL * WORK PRIORITIZATION * BUSINESS BOOKKEEPING REGULATORY COMPLIANCE * MULTI-LINE TELEPHONE MANAGEMENT * PROCESS IMPROVEMENT * STRATEGIC ANALYSIS / PLANS

Integral team player who plans, prioritizes, and completes tasks within fast-paced environments. Excellent communicator who seamlessly interfaces among executives, business peers, and customers. Solutions-focused professional who offers a quick-learning nature to succeed in diverse business areas. Ambitious self-starter who expertly handles confidential responsibilities while maintaining quality service. I am seeking a Customer Care Professional role, and am submitting my resume for your review. I am excited to build a rewarding career with your company, and am confident that my professional skills can help to achieve your objectives. I can offer cross-functional experience in Customer Service/ Administrative Operations, Account Management, Data / Recordkeeping, Business Bookkeeping, Billing / Invoices, Supplies Ordering, and Inventory Control, and am well-versed with Customer Service, Workflow Prioritization, Strategic Analysis / Planning, Process Improvement, and Regulatory Compliance, among other areas. To complement my background, please note that I attained a Medical Assistant Certificate from Ross Medical Education Center and am certified in CPR / BLS by the American Red Cross. Most recently, as an Customer Care / Administrative Assistant with Rollizo's Information Technology Services (RITS), I expertly performed all forward-thinking business tasks, including scheduling client meetings, cost-effectively managing office and supply inventories, handling billing and data management, and providing operational support. As this is just a sampling of my job history, please refer to my enclosed resume for additional experience. You will find me strict and self-disciplined enough to follow precisely all company policies, and to be a solutions-driven professional who can demonstrate a track record of organizing complex business initiatives, defining key priorities, and meeting targeted goals. In addition, I can plan, coordinate, and complete high-level projects within fast-paced, deadline-oriented environments while streamlining processes to increase overall productivity, efficiency, and quality of end results. For the sum of these aforementioned reasons, I believe I will prove to be an incredible asset to your company.

Personal Information

I look forward to hearing from you, and thank you in advance for your careful consideration. Sincerely, Tina L. Gayden

Skills

administrative support, bookkeeping, counseling, CPR, clientele, client, clients, customer service, data entry, data management, Email, image, Internet Applications, managing, meetings, mentoring, Microsoft Office, office, quality, scheduling

Additional Information

- I look forward to hearing from you, and thank you in advance for your careful consideration. Sincerely, Tina L. Gayden

Experience

Administrative Assistant

January 2012 to January 2013 Company Name - City , State

- Utilized broad scope of industry knowledge and dynamic customer service and administrative support acumen toward performing forward-thinking business tasks, including scheduling client meetings, cost-effectively managing office and supply inventories, handling tense client related issues and data management, and providing operational support.

Advocate / Medical Assistant

January 2010 to January 2011 Company Name - City , State

- Strategically steered confidential patient pregnancy testing services, including objectively counseling and mentoring clients per individual needs, as well as accurately maintaining all

client records and medical files.

- Optimized operations efficiency by performing key data entry, bookkeeping, and appointment scheduling.

Home Healthcare Aide

January 2007 to January 2012 Company Name - City , State

- Cultivated a high-quality business image with superior services by exceeding home healthcare standards, including completing errands and transporting clients to appointments, as well as performing housekeeping.

Home Healthcare Aide

January 2007 to January 2008 Company Name - City , State

- Played a vital role in performing routine housekeeping duties (e.g.
- washing dishes / clothes, making beds) for diverse clientele, including participating in frequent grocery shopping excursions per individual client needs.

Education

Medical Assistant CertificateROSS MEDICAL EDUCATION CENTERCPR / BLS Certification - American Red CrossMicrosoft Office * Email / Internet Applications