

## CLIENT ADVOCATE / ESCALATION SPECIALIST

### Summary

Experienced with over 10 years in high-level executive support roles. Organized, professional, and committed to delivering high quality results with little supervision. Jack of all trades and wearer of many hats.

### Highlights

- Results-oriented
- Self-directed
- Strong problem solver
- Dedicated team player
- Strong interpersonal skills
- Microsoft Office proficiency

### Experience

Client Advocate / Escalation Specialist Nov 2015 to May 2016

Company Name - City , State

- Takeover of escalated calls from customer service
- Coached customer service representatives to improve skills

Business Manager, HR Coordinator, Training Coordinator, Receptionist Jun 2008 to Oct 2015

Company Name - City , State

- Managed administrative, accounting, financial, and purchasing functions for the office and the individuals supported
- Assisted with recruiting and orientating new employees
- Performed bi-weekly payroll, reconciled payroll, created payroll reports used for budgeting and to adjust staffing
- Managed and audited employee personnel and training files
- Maintained employee training database and ensured employees were current in training
- Purchased office and janitorial supplies
- Acted as receptionist and managed a multi-line telephone system

Records Management / Document Management System Implementer Jan 2007 to Nov 2007

Company Name - City , State

- Assisted in building a DMS library that fit the global model for the site
- Assisted with department and site-wide document audits

Telerecruiter Feb 2005 to Jun 2005

Company Name - City , State

- Contacted blood donors, scheduled future appointments, and updated contact information.
- Trained new telerecruiters.

Student Administrative Assistant Vice Chancellor Sep 2001 to Sep 2004

Company Name - City , State

- Independently created database and audited university resident alien files in university's HR department during free time, which saved the university a minimum of \$200,000 in potential fines
- Managed the university's utilities, legal bills, and contract database
- Created and maintained database for university's Business Travel Account

### Education

Bachelor of Arts , Political Science Pre-Law 2017 University of New Orleans - City , State

Classes are online and will not interfere with work.

Certificate , Paralegal 2016 East Tennessee University - City , State

### Skills

- Strong clerical, management, and administrative skills
- Microsoft Office

- Customer service