

## Skillset

Office Administration

Clerical Support

Filing

Records Management

Scheduling

MS Outlook

Gmail

MS Word

Google Docs

Data Entry

Typing

MS Excel

Google Sheets

Inventory Management

Client Relations

Communication

Team Collaboration

MS Windows

Mac OS

Time Management

Calendar Management

## Affiliations



International Order of the Rainbow


# Echo Leigh Parham

eparha14@wgu.edu | Tampa Bay, FL | (727) 900-2999

## Professional Summary

Detail-oriented administrative professional with experience supporting office operations, managing records, and providing exceptional customer service. Skilled in Microsoft Office Suite, Google Workspace, and database tracking, with strong organizational and communication abilities. Adept at handling sensitive information with confidentiality, streamlining workflows, and enhancing customer satisfaction. Recognized for attention to detail, reliability, and the ability to collaborate effectively across departments to ensure smooth organizational operations.

## Professional Experience



**Shelton Financial Services | Office Assistant**  
*Clearwater, FL | January 2025 - August 2025*

- Maintained electronic and physical filing systems to ensure easy retrieval of documents
- Handled incoming calls, took messages, and directed inquiries to appropriate staff members
- Managed email correspondence by responding to inquiries promptly and forwarding important messages to relevant parties



**Great Florida Insurance | Administrative Assistant**  
*Plant City, FL | June 2024 – January 2025*

- Collaborated with other departments to facilitate smooth communication flow within the organization
- Maintained confidentiality of sensitive information while handling employee records or company-related documents
- Created spreadsheets or databases to track various office metrics such as expenses or inventory levels for reporting purposes
- Improved customer satisfaction through prompt response times via phone/email resulting in a increase in positive feedback ratings


## Volunteer Experience




**Humane Society of Pinellas**

- Provided customer service by greeting visitors, answering inquiries, and helping match families with adoptable pets
- Organized supplies and maintained clean, orderly environments to support animal health and safety
- Utilized attention to detail and organizational skills to manage feeding schedules, medication tracking, and inventory of animal care items

## Education



Western Governor's University | B.Sc. in Public Health | Expected 2026



Clearwater High School | HS Diploma | 2025