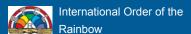
Skillset



Affiliations



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 | 2005