

Summary: Experienced and motivated receptionist with exceptional customer service and decision making skills, strong work ethic and professional demeanor.

Skill Highlights:

- 10+ plus years of providing exemplary customer service to individuals from diverse backgrounds and cultures
- Highly intuitive interpersonal and communication skills
- Excellent ability to deescalate challenging customer concerns and search for effective resolution
- Advanced proficiency with Microsoft word 2003, 2007,2010

Accomplishments:

- Created and maintained a new offsite storage system for files.
- Implemented an up to date multi line phone system, with voice mail, resulting in more cost effective customer service.
- Designed bankruptcy before and after pamphlets to assist clients with a better understanding of their case information

Work Experience:

Armstrong Bankruptcy Law Offices
440 East Broadway Ste 100
Eugene OR 97402
541-683-6652
Receptionist
April 2001 to November 2012

My duties at the law office consisted of clerical support, data entry, creating and maintaining files, organization of those files on and off site, operation of a multi-line phone system with voicemail, receiving, sorting and routing of incoming office mail, scheduling client appointments and court hearings, accepted and recorded client payments as well as the operation of standard office equipment such as a computer, calculator, photocopier, scanner and fax.

Education: Lane Community College
4000 East 30th Ave. Eugene, OR
Certificate in Office Administration

References: Available upon request.

