

## Cassandra Wells

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Business-focused and skilled professional who provides exceptional support with all necessary functions throughout the organization. Qualified and resourceful with the ability to direct administrative initiatives, coordinate high-volume schedules, and manage business support activities. Possesses exceptional analytical, organizational, communication, decision making, problem solving, and negotiation skills. Ability to establish priorities, work under pressure, maintain momentum, and meet strict deadlines. Highly efficient, organized, and skilled in a variety of administrative/office support and customer service tasks and activities, including:

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| • <i>Leadership/Motivation/Teamwork</i>   | • <i>Office Administration/Management</i>   | • <i>Customer and Employee Support</i>     |
| • <i>Technical Support and Assistance</i> | • <i>Communication/Interpersonal Skills</i> | • <i>Program and Project Management</i>    |
| • <i>Business Operations Coordination</i> | • <i>Customer Satisfaction Enhancement</i>  | • <i>Skilled in the use of PC Programs</i> |
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### PROFESSIONAL EXPERIENCE

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#### **Manager of Services and Support, Virtually Better Incorporated, Atlanta, GA, 2008 to Present**

Function as a direct liaison between the company and customers to provide technical support and service regarding hardware and software used in the Virtual Reality systems. Provide quality customer service and support and effectively respond to inquiries, requests, and complaints. Handle the procurement of all hardware and software and direct the fulfillment of customer orders; manage/maintain inventory control.

- Developed an innovative approach to computer solutions based on the individual customer need
- Instrumental in the development of PowerPoint presentations to facilitate the installation process for customers which reduced the amount of callbacks and enhanced overall customer satisfaction
- Created and maintained Access databases to create customer quotes and process customer orders
- Organized inventory control within the office to streamline daily operations and maximize space and created an inventory tagging system to itemize and track individual items used for any sales
- Designed convention booths for the company to exhibit displays and handled shipping/receiving
- Supported the clinic at the company by billing patient credit cards or submitting health insurance claim forms and worked with Clarion Place building owners to ensure property was maintained

#### **Senior Administrative Assistant, Support Specialist, JPMorgan Chase and Co., Atlanta, GA, 2006 to 2008**

Provided high-level administrative support to a team of 30+, such as Executive Directors, Vice Presidents, Associates, and Contractors; coordinated high-volume calendars and scheduled domestic or international travel. Facilitated the onboarding and dismissal of employees and assisted in all human resources duties. Handled the procurement of supplies and managed office inventory control. Received, processed, and submitted office invoices for payment to Accounts Payable. Answered a high-volume of incoming phone calls on a multi-line phone system; provided customer support. Updated and maintained staff databases.

#### **Professional Development Training and Certifications / Educational Programs**

Medical Billing Training and Education Program, Professional Development Institute  
Salesperson Terms and Concepts, Contracts, and Finance, Georgia MLS Training Institute  
Certified, Licensed, and Bonded Notary Public in the State of Georgia (Valid through 02/16/15)