Nicole Viceri

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Office Coordinator / Administrative Assistant

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| Profile | | | | | | |
|  | Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who easily adapts to change, works great independently as well as with a team and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality. | | | | |
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| Key Skills | | | | | | |
|  | Office Skills: | Records Management  Database Administration  Data Entry | Spreadsheets/Reports  Project planning  Scheduling | | Call Center  Filing / Scanning  Shipping / Receiving | |
|  | Computer Skills: | MS Word  MS Excel | MS Access  MS PowerPoint | | Windows  Lotus Notes / Outlook | |
| Experience  **Customer Service / Freight Coordinator Globaltranz Inc – Phoenix, Az**  **May 2011 – Present Freight Broker**  Handle inbound and outbound call to quote shipments, book orders, dispatch carriers, answer inquiries and questions, handle complaints, troubleshoot problems and provide company information. Led a team of 2 to maintain specific accounts; raised the customer service rating from 4.3 to 9.38 on a scale to 10 in just 2 months.   * Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with urgency. Promoted to a level 2 Lead CSR after one month. * Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed disgruntle customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts. * Handled “cleanup” of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.   Office Coordinator / Administrative Assistant  Experience cont. | | | | | | |
|  | Scheduler / Logistics Coordinator  July 2007 – February 2011 | | | Sandvik Medical Solution – Oregon City, OR. Production Manufacturing | | |
| Handled multiple clerical tasks (e.g., data entry, filing and records management) as the right hand to the Logistics Supervisor of the Planning department. Coordinated project flow arrangements and maintained databases to ensure on time delivery of product to customers. Quickly became a trusted assistant known for “can-do” attitude, flexibility and high-quality work. | | | | | |
| * Communicated effectively with multiple departments to plan new project completion and prepare work flow communication packages for all employees. Established strong relationships to gain support and effectively achieve results. * Worked independently to manage and schedule Wax departments work load and mix of product. * Responsible for inventory control, tracking and database corrections. * Entrusted to manage Planning department in the supervisor’s absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official work correspondence. * Co-developed comprehensive work instructions that enabled faster training for newly hired and cross trained employees. * Developed spreadsheets, graphs and charts used by the Office Management to review and increase productivity levels. * Volunteered on the Safety committee and contributed to many process improvements. * Cross trained to provide back-up support to the Receptionist, Sales department as well as Shipping and Receiving and Quality Control. * Earned excellent marks on performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.  |  | | --- | | Education / Certifications | | | | | | |
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Hazard Analysis certification – Mt. Hood community College - August 2010

Train the Trainer certification – Park University Enterprises – April 2009

General Education Diploma – Portland Community College – August 2005