**CATRINA CRISP**

**11921 NE 37th STREET, VANCOUVER, WA 98682**

**CELLULAR # 360.606.6169**

[**catrinacrisp@hotmail.com**](mailto:catrinacrisp@hotmail.com)

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Dear Human Resources Professional:

I am interested in your administrative and receptionist positions, recently posted on the Craigslist website. I have over 15 years of experience as an administrative assistant which has allowed me to gain strong customer service relations and telephone skills that can be effectively utilized by your organization. I have the flexibility and knowledge to work in various environments form general office to medical. After years of on the job training with minimal supervision in fast-paced work environments I feel I would be an asset to your organization. I have enclosed my resume for your review and consideration.

As a team member for your organization, I can provide:

* Outstanding ability to communicate and interact with people respectfully from diverse backgrounds
* Strong verbal ,written and interpersonal communication skills
* Ability to work independently as well as an integral part of a team
* Proficiency using computers, Word, Excel, Outlook, and Internet Explorer
* Experienced in multi-tasking, answering multi-line phones and taking accurate legible messages
* Diligent at following up to ensure completeness of my work
* Maturity, honesty, ability to look at challenges as opportunities
* A quick learner and willingness to be educate myself to learn aspects of the job I am unfamiliar with

My objective is to establish a time when we can meet to discuss how my professionalism, dependability and enthusiasm will add value to your organization. Thank you for your consideration. I look forward to speaking to you soon.

Sincerely,

Catrina Crisp

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**PROFESSIONAL SUMMARY**

Reliable administrative assistant with superior customer service skills. Possess excellent telephone voice, strong written, verbal and interpersonal communication skills. Dependable, positive, confident, strong work ethic, and takes initiative as well as a courteous team player. Competency to keep a calm demeanor while under pressure.

***Additional Highlights*:**

* Thrive in a fast-paced environment that requires organizational skills, efficiency, proficiency and ability to simultaneously manage multiple projects while ensuring consistent customer satisfaction
* Friendly and meticulous with excellent phone etiquette, a professional demeanor and office presence
* Works well as a team player and independently

**AREAS OF EXPERTISE**

* Excellent multitasking abilities
* Ability to interact with the public with professional tact, patience and compassion with diverse backgrounds
* Willingness to assist others to get the job done
* Enter information with accuracy
* Competent with Word, Excel, Outlook, Internet Explorer and other job related software applications
* Quick learner
* Excellent organization and communication skills
* Alpha, numeric and electronic filing experience

**PROFESSIONAL EXPERIENCE**

**Customer Service:**

* Answer multi-line phones, transfer calls and interact with the public including law enforcement, attorneys and government officials
* Ability to manage time to complete tasks, quickly and accurately within tight deadlines
* Administrative support to president and management both verbally and written communication
* Follow directions from superiors
* Assist various departments when work load is complete
* Maintain filing

**EMPLOYMENT HISTORY**

Chef George Inc. Administrative Assistant Portland, OR 1/2011-1/2013

Chef George Inc. Production Portland, OR 6/2010-11/2010

Primerica Financial Services Agent/Office Manager Portland, OR 4/2008-7/2010

Temp Control Mechanical Administrative Assistant Portland, OR 9/2006-3/2009

Moss Adams LLP Administrative Assistant Vancouver, WA 12/1999-5/2006

Allergy, Asthma &

Dermatology Associates Patient Check-in / Phone Nurse Clerk Portland, OR 12/1996-12/1999

**EDUCATION**

Beaverton High School Beaverton, OR