Daniel Allen

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Objective

    To obtain a position where my experience, energy, and initiative would allow an opportunity to grow, and become a resource to the company that I am employed with.

Profile

* Intelligent, resourceful, and goal oriented professional with over ten years of experience in the workforce.
* Proficient in various professional software and operating system(s).
* Courteous, personable providing great customer service, and training to employees in an office setting.
* Self-starter who takes initiative, manages time, and achieves.
* Dependable, optimistic, and has the ability to provide an analytical approach to problem solving.
* Highly organized, applying Information Technology techniques to managing information and resources.

Skills Summary

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| --- | --- | --- |
| * Expense Reduction * Report & Document Preparation * Written Correspondence * General Office Management Skills * Trained in Technology & Implementation. * SEMG Biometrics. | * Computer Savvy * Customer & Client Service * Meeting & Event Scheduling * Spreadsheet & Database Creation * Accounting & Expense Reporting * Gait and Cycling Analysis | * Inventory Management * Teambuilding & Supervision * Newsletter Editing & Publishing * Professional Presentations * MS Office and Subsequent Operating Systems * Rehab and Recovery through exercise training |

Employment History

*Stream Global Services Beaverton OR – Tech Support Client Support, 2012 to 2013*

* Provided support to clients with use of product software (Intuit/QB), and other related tech interferences
* Maintained great phone etiquette with clients, building rapport and sales leads
* Use of product online services/knowledge bases, developing thorough understanding of software and capabilities
* Created reports/escalation case files, providing great follow up
* Used troubleshooting tools, such as UDAS when establishing solutions to tech challenges
* Used IDEAL when interacting with clients and other outside agencies

*Press Play Analysis – Berkeley, CA – Office Administrator, 2011 to 2012*

* Insurance and Medical Billing
* Managed client financial accounts
* Communicated procedural guidelines to clients.
* Aided in the integration of hardware and software, and support to team members
* Oversaw front-office operations and provided impeccable client service.
* Conducted and evaluated Gait Analysis, Bike Fits/Analysis using Dartfish.
* Conducted and evaluated SEMG Biometrics using Noraxon hardware and software.
* Created, wrote/designed reports outlining challenges and solutions.
* Conducted financial audit, bringing rectification of client financial responsibilities.
* Facilitated recovery and training programs designed to aid clients in rehabilitation through the use of exercises and stretches.

*San Francisco Archdiocese - San Francisco, CA - Office Administrator, 2010 to 2011*

* Introduction and implementation of databases designed to enhance communication between co-workers, and clients.
* Authored professional correspondence to clients and administration.
* Conducted large scale meetings between administration and department leaders.
* Communicated procedural guidelines to clients.
* Introduced varied computer technologies; providing training and solutions for those unprepared.
* Redesigned and created weekly newsletter as a means of enhancing client awareness and services.

• Oversaw front-office operations and provided impeccable client service.

• Implemented concrete guidelines and procedures.

• Identified problems in operations, and implemented concrete solutions.

• Designed and created database to track inventory, ordering, and reduce costs.

• Created, wrote/designed reports outlining challenges and solutions.

*City College of San Francisco - San Francisco, CA - Office Assistant, 2009 to 2010*

* Video editing using I-Movie, with publishing of podcasts.
* Updating of CNIT/CCSF web site.
* Project Team management.
* Database construction and management using Microsoft Access.
* Data Entry, and the management of Event records
* Management of contacts and email through the use of Microsoft Access and Outlook
* Managing and scheduling use of campus property for events.

*GW Property Management & Marketing - San Francisco, CA – Office Manager/IT Support 2001 to 2008*

* Coordinated and evaluated property management for cost-effectiveness.
* Developed and scheduled itineraries with timetables including goals, budgets and resources to ensure maximum results.
* Developed and managed long-term relationships with clients and colleagues.
* Demonstrated professional oral communication in both written and verbal form.
* Support for Microsoft Windows 2000, NT, Server, XP, and Vista and subsequent Microsoft Office Suites.
* Designed, implemented and managed office network; providing on-site training to colleagues.
* Managed and provided support through documentation design and creation for front-end users.

Education

* City College of San Francisco - 2009-Current – Business Administration with a concentration in information Systems.
* Heald College - 2008-2009 - Computer Networking and Microsoft Applications.

Reference

Will Provide Upon Request