# Mattie D. Thompson

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**PROFESSIONAL SUMMARY**

I am a self-starter with excellent communication and proficient computer skills. I am a highly motivated team player with great work ethics who believes in life-long learning. I possess the ability to communicate effectively with clients and staff and possess the ability to act as the “go to” liaison within company departments.

**TECHNICAL SKILLS**

* Microsoft Word
* Microsoft Excel
* Microsoft Works
* Adobe
* Microsoft PowerPoint
* Lotus
* Bookkeeping, Collections
* Dispatching, Multi-line Phone System
* Microsoft Outlook & Internet
* Data Entry
* Scanning, Faxing, Copying
* HEAT
* SAP
* Typing speed 50-60WPM

**WORK EXPERIENCE**

**Various Temp Assignments:**

**Managed Staffing- Administrative Assistant**

**Kelly Services- Administrative Assistant**

**Panasonic Industry Rolling Meadows, Illinois MAR 2008 – MAR 2010-Contract ended**

**Administrator/Admin Assistant to A/R**

* Implemented ongoing maintenance of all office policies and procedures
* Managed and ordered supplies within the budget guidelines of the organization.
* Entered contract parameters data to Excel renewal form
* Customer service and receipt verifications, SAP
* Updated information into HEAT data system
* Used local CRM and HEAT for billing purposes, order entry and data entry

**JohnsonDiversey Des Plaines, Illinois APR 2007 – MAR 2008- One year contract**

**Administrative Assistant/ Data entry**

* Collected, counted, and disbursed money, conducted basic bookkeeping and completed banking transactions.
* Communicated with customers, employees, and other individuals to answer questions, disseminated, or explained information, took orders and addressed complaints.
* Filing system created
* Completed and mailed bills, contracts, policies, invoices, or checks.
* Computed, recorded, and proofread data and other information, such as records or reports
* Maintained and updated filing, inventory, mailing, and database systems, either manually or using a computer.
* Reviewed files, records, and other documents to obtain information to respond to requests.

**CH Robinson Chicago, Illinois JUN 2004 – FEB 2006**

**Dispatcher/Administrative Assistant/Data Entry**

* Handled dial-in and dial-out phone contacts in a courteous and professional manner and provided general office support
* Dispatched drivers to and from locations for pick up and deliveries
* Scanned drivers information in main computer
* Communicated with receiving operators in order to exchange transmission instructions.
* Determined and obtain bearings of sources from which signals originate, using direction-finding procedures and equipment.
* Maintained station logs of messages transmitted and received for activities
* Monitored emergency frequencies in order to detect distress calls and respond by dispatching emergency equipment.

**Programmer’s Investments Des Plaines, Illinois JAN 2000 – DEC 2003**

**Data Entry Verifier/ Customer Service**

* Obtained customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased, and entered this information on order forms.
* Prepared invoices, shipping documents, and contracts.
* Informed customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.
* Reviewed orders for completeness according to reporting procedures and forward incomplete orders for further processing.
* Order entry key stats

**Richco, Inc. Chicago, Illinois MAR 1996 – JAN 1999**

**Administrative Assistant/Receptionist**

* Operated telephone switchboard to answer, screened and forward calls, provided information, took messages and scheduled appointments.
* Received payment and recorded receipts for services.
* Performed administrative support tasks such as proofreading, transcribing handwritten correspondence and operated calculators or computers to work with pay records, invoices, balance sheets and other documents. .
* Scheduled appointments, and maintained and updated appointment calendars.
* Provided information about establishment such as location of departments or offices, employees within the organization, or services provided.
* Managed and maintained switchboard for the corporate, sales and marketing offices
* Typed correspondence for sales, marketing, purchasing and credit and collections departments
* Responsible for incoming and outgoing mail, faxes and filing

**EDUCATION**

* Lucy Flower Vocational High School – Graduated, 1979
* Currently enrolled at Phoenix University - Bachelor of Science in Business Administration

**References Available Upon Request**