**Serenity N. Hall**  
1505 SW 4th Ave.   
Battle Ground, WA 98604  
(360) 953-3578  
[serenityhall@ymail.com](mailto:serenityhall@ymail.com)

**EDUCATION**

**Grays Harbor College** Aberdeen, WA  
Associates in General Studies June 2013

Relevant courses in Accounting, Business Law, Microeconomics, Macroeconomics, Business Calculus, and Intro to Business

**EXPERIENCE**

Administrative Assistant (Human Resources) September 2012 – June 2013   
Grays Harbor College - Aberdeen, WA

* Work directly with Chief of Human Resources facilitating various projects related to job analysis, position files and correspondence.
* Review and verify payroll for accuracy. Maintain spreadsheet tracking payroll earnings and deductions by payroll for retirement and healthcare compliance.
* Communicate effectively with all staff, students and general public in person, by telephone, via E-mail, and in writing.
* Receive and distribute mail to work group. Maintain and manage files, compose correspondence, answer telephones for human resource employees.
* Create complex spreadsheets and payroll/personnel specific database.
* Provide backup for Administrator and employees.
* Possess a professional demeanor.
* In all aspects, keep documents & conversations confidential.

Office Assistant (Student Support Center) September 2010 – May 2011  
Grays Harbor College –Aberdeen, WA

* Utilize my communication skills to greet students, staff, and visitors. Create a warm and welcome environment.
* Answer telephone calls professionally and courteously, collect and distribute mail, maintain and manage confidential files, and complete basic office duties.
* Schedule appointments for counselors, GED testing, entry advising, and personal counseling sessions.
* Provide backup office support for counselors and testing specialist.
* Possess a professional demeanor
* Know and maintain confidentiality protocol.

Customer Account Specialist March 2007 – June 2009  
American General Finance – Vancouver, WA

* Prepare reports, compose and finalize correspondence and transaction documents, maintain loan files, process and distribute mail. Process payroll, answer multi lined phones
* Perform routine transactions on an on-line terminal and process mail payments and disbursements.
* Solicit new business through telemarketing, direct mail, and referrals.
* Increase company client base while retaining all retail clients through personalized attention.
* Create a functional and professional office environment.

**ADDITIONAL**

* Proficient in Microsoft Word Programs, Excel, PowerPoint, Outlook, Adobe Design