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| **NAME**  Location  phone 🟇 @email.com  LinkedIn URL | QR Code Goes Here! |

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| **Administrative Support** 🟇 **Customer Support** 🟇 **Data Management**  *Technical Skills 🟇 Planning 🟇 Accuracy* |

A personable, detail-oriented, bilingual/multilingual Administrative Professional with experience providing exceptional office support and ensuring projects are completed on time and with extreme confidentiality. Exceedingly accurate and organized with the ability to perform scheduling, reception, meeting planning, accounting, data entry and document preparation, while creating a warm, welcoming environment for clients. Strive in fast-paced environments performing regular and recurring duties simultaneously with minimal supervision. Self-starter with excellent oral and written communication skills. Proven team player with the ability to work with people at all levels of a corporation.

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| **Selected Highlights**   * Remarkable ability to retain a large variety of information and interpret it for various publics. * Fluently utilized various computer software programs to expedite work processes, including Microsoft Office: Access, Excel, Word, PowerPoint, and Outlook. * Exercised strong communication and interpersonal skills to formulate good working relationship with all co-workers, vendors, clients and the public. * Provided the highest level of customer service while greeting visitors, communicating with them via telephone and promptly assisting with their needs. * Experienced leading employees, striving to elevate individuals to their greatest potential. |

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| **Core Competencies** | | |
| * Client/Customer Service | * Executive Support | * Clerical Duties |
| * Customer Relationship Management | * Document Preparation | * Research |
| * Accounts Payable/Receivable | * Filing & Organization | * Data Entry |
| * Meeting Coordination | * Scheduling | * Communication |

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| **Professional Experience** |

**Company Name 🟇 City, State/Country 🟇 XXXX – Present**

**Job Title**

* Add client’s work here.
* Developed filing system to increase ability to retain and recover documents, reports and records.
* Accurately calculated and processed payroll, monthly billing, invoices and files for large corporate accounts.
* Drafted proposals for executives to secure new business opportunities.
* Increased client book through actively networking and cold calling target clients/customers.
* Consistently praised for the quality and timelines of reports, attention to detail, exemplary customer service delivery and team-player attitude.

**Company Name 🟇 City, State/Country 🟇 XXXX – XXXX**

**Senior Job Title: XXXX – XXXX**

**Mid-Level Job Title:**

**Initial Job Title: XXXX – XXXX**

* Promoted to positions of increasing authority and responsibility due to my strong leadership skills, teamwork, customer service and overall performance.
* Delivered excellent support skills to clients/customers and strictly adhered to all company policies and procedures.
* Provided outstanding and professional client/customer support, receiving high satisfaction ratings.
* Established procedures for ensuring accurate coordination of schedules and meetings which increased work efficiency.
* Garnered expertise in database systems to track client/customer information, file confidential records and document financial reports.
* Collaborated with staff members to ensure accurate sample requests, involving, billing and other office duties.

**Target 🟇 City, State/Country 🟇 XXXX – XXXX**

**Wal-Mart 🟇 City, State/Country 🟇 XXXX – XXXX**

**Sales Associate**

* Add client’s work here.
* Handled complex problems and worked with customers to ensure all discrepancies are resolved quickly.
* Listened to the client/customer and analyzed the problem to offer a prompt resolution. This sustained client/customer loyalty and business.
* Maintained detailed records of billing through reconciliation processes.
* Excelled in greeting guests, typing letters and reports, filing, managing supplies, routing phone calls, preparing blueprints for shipping and editing specifications.
* Ensured the office was always working at top productivity – managed all mailing and shipping needs, office supplies, filing, and scanning, while guaranteeing top-level customer service at all times.

**Company Name 🟇 City, State/Country 🟇 XXXX – XXXX**

**Job Title**

* Add client’s work here.
* Collaborated with peers on multiple, complex administrative projects to exceed all expectations and deliver projects on time.
* Maintained a detailed calendar for coordinating schedules, arranging consultations and scheduling appointments for executives.
* Captured and entered confidential information into specific files and forms from recorded material.
* Functioned as bookkeeper, posting all expenses, handled bank deposits, and reconciled all quarterly reports.
* Recognized as a leader with strengths in project management, administration, marketing and business development.

**Company Name 🟇 City, State/Country 🟇 XXXX – XXXX**

**Job Title**

* Add client’s work here.
* Aligned with management on weekly postings and master reports to facilitate oversight for all aspects of composition, editing, and preparation of final copy from draft to distribution.
* Designed corporate presentations for meetings and special events.
* Established, automated, and maintained highly efficient filing systems that housed electronic application records, employee communications, and other pertinent files.
* Effectively handled critical projects for top executives with high levels of confidentiality.
* Distinguished performance managing financial reporting, including accounts payable and receivable.

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| **Education** |

**Complete School Name, City, State/Country: List graduation year if within the last 10 years**

*Complete Degree Name (Candidate) – Major*

* **Relevant Coursework:** List coursework taken (even include those you are planning on taking)
* **Awards/Honors:** List any awards, honors or big achievements
* **Clubs/Activities:** List clubs and activities in which you participated
* **Relevant Projects:** List 2-3 projects you have worked on

**Certifications or Additional Education:**

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| **Additional Credentials** | |
| **Technical Skills** | Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Microsoft Visio / Microsoft SharePoint / Adobe Photoshop / Google Docs / Google Drive / Google Calendar Google Plus / QuickBooks / Dropbox / Salesforce / Printers / Fax Machines / Internet / Scanners / Raisers Edge / Smart Office / Typing Speed: 70 wpm |
| **Education** | **Complete School Name, City, State/Country**  *High School Diploma or GED* |
| **Languages** | List if bilingual or if multilingual |
| **Honors & Awards** | * Employee of the Month – Company Name * Highest Customer Satisfaction Ratings – Company Name * Add Dean’s List/Scholarships |
| **Professional Development** | * Certified Administrative Professional (CAP) * Certified Administrative Assistant * Certified Professional Secretary (CPS) * Office Administration Certificate * Office Dynamic Training |
| **Organizations** | * International Association of Administrative Professionals * The American Society of Administrative Professionals * Association of Administrative Assistants |
| **Volunteering Experience** | Red Cross / SPCA / Big Brother, Big Sister / YMCA / Churches / Shelters / Afterschool Programs / Mentorships |
| **Interests** | Soccer, healthy eating/learning about nutrition, essential oils, travel, experiencing new cultures, swimming, crafts, photography (taking classes), family time, amusement parks, swimming and all types of church activities |

**Detailed Professional References Available upon Request**

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