KELLY BLACKWELL

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## [Desired Position]

Office Clerk with 7+ years of experience handling confidential tasks and conducting routine office tasks. Possess proven managerial experience and cost-cutting abilities, while maintaining high standards and achieving company goals. Aiming to transfer my work experience and abilities into a legal secretary role at your firm. Hold a BA in Sociology, a Technical Writing Certificate, and a Legal Secretary Certificate.

### Administrative Skills

* Handled all payroll activities for 30+ employees and ensured posting of checks before the end of the month
* Answered incoming calls (avg. 40/day) resolving issues with both customers and billing department
* Assisted in document scanning (100+/day) and logged them in the company’s proprietary computer system

### Analytical Skills

* Analyzed all company data entry systems and prepared recommendations for system-wide efficiency improvement
* Converted manual payroll system into all digital system, designing, implementing and training staff on usage
* Researched all client loan discrepancies, and acted accordingly, consistently attaining 95%+ customer satisfaction

### Communication Skills

* Supervised and train staff of 3 regular clerks
* Received “Team Player of the Year” award
* Team worker who is able to adapt in highly dynamic and changing situations in the office

### Work History

GAMMA CORPORATION, **Office Assistant**, Liverpool, uk, 2014 – Present

**SEMA LLC**, **Payroll Clerk,** Concord, NH 2012 – 2014

Blatche Industries, **Assistant,** Concord, NH 2009 – 2011

### Education & Training

**Legal Secretary Certificate,** Kaplan University**,** Gramtown, NH

January 2016

**Bachelor of Arts in Sociology**, Southern New Hampshire University, Manchester, NH

February 2008, GPA 3.5/4.0