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| Charlene C Okwu  (917) 689 - 3120  28770 Fairfax St  Southfield, MI 48076  ccokwu@yahoo.com |  |

Objectives

To apply my exceptional interpersonal, developed, leadership and team work skills to gain experience by earning a position in the administration/customer service sales field.

Education

Oakland Community College | May 2016

* Computer Software Engineering - **Major**
* Computer Web Design - **Minor**

Experience

April 2016 – June 2016 | Administrative Assistant/Receptionist

G&G Group | Southfield, MI

Responsible for all administrational duties. Answer phones, respond to all correspondence and inquiries, assist the Leasing agent with marketing on several marketing websites, file, print checks, assist with payroll, contribute input for the building of the company’s website, and manage the content of the website.

February 2015 – January 2016 | Executive Administrative Assistant

PsychAssets | Birmingham, MI

Responsible for and head of all administrative assistants. Reports directly to the CEO and assists CEO in all administrative duties, client information, and extra work with facilitating seminars. In addition to assisting CEO, works closely with President and therapists of the company. Responsible but not limited to maintaining order and designing and/or re-designing any necessary logos, forms, etc. as needed. In addition to designing, administers majority of tests given to clients, collects information, communicates effectively with clients, welcoming/managing patients, raising awareness of the clinic and its practitioners, assisting with events, and helping with new initiatives. Responsible for the smooth running of front house and delivering the highest standards of customer service and care. Must also manage all social media marketing and posts for the company and contribute to content management of the website.

July 2013 – May 2015 | Administrative Assistant

Preva Hair | Southfield, MI

Provide exceptional customer service to any clients who inquired about the product via phone, email, or in person. Scheduling complex meetings for the CEO of the company. Manages mail and correspondence, designs general correspondences, contributes to creating and developing visual presentations for CEO, and also not limited to assisting in gathering required information and all needs for upcoming events such as photo shoots/commercials, securing models, dealing directly with and becoming main point of contact for the models, etc.

May 2014 – November 2014 | Operations Manager

Get Em Hemi Automotive | Oak Park, MI

Responsible and head of the receptionist and operations department. Making sure all appointments are set, making sure the receptionists were doing their job at their full capacity, making sure all money is handled, entering information into QuickBooks when necessary, overseeing the operations of the store.

November 2013 – February 2014 | Administrative Assistant

Hilltopz Studios | Detroit, MI

Assist with the scheduling of clients for photo shoots with owner and main photographer. Schedule the studio for slots with other photographers. Present a neat and clean environment at all times, make sure all equipment were clean, neat, and were in working condition. Answer any and all questions provided by clients. Answer to all emails and phone calls with proper correspondence. Assist owner with organization of files such as contracts and other important paperwork.

May 2013 – December 2013 | Technical Support Advisor

Aditya Birla Minacs | Southfield, MI

Assist customers with troubleshooting problems with their iOS devices (i.e. iPad, iPhone, or iPod Touch). Making customers aware of their support agreement options, setting up customers for repair or replacements, functioning independently to troubleshoot their issues and making sure the customer is happy at all times regardless of whether the problem was fixed or not.

May 2011 – November 2012 | Full Time Bra Specialist

Victoria’s Secret | Troy, MI

Assist the customers in getting them in their “perfect fit”, consult and lead while in the Wardrobe center, be the bridge between management team and lower associates, use quick thinking to resolve issues with emotional customers, build the sale while giving the customer an extraordinary experience.

August 2010 – August 2013 | Caregiver

Expert Care | Troy, MI

Assist (autistic) clients with daily living activities in and around the house and in public places.

Skills

* Windows Operating System
* Macintosh Operating System
* Microsoft Suite
* Adobe Photoshop
* Adobe Illustrator
* Gimp
* Photoscape
* Quickbooks

References

Andy Armstrong | Operations Manager of G&G Group

* (248) 867-5230

Paul Kliger | CEO of PsychAssets

* (248) 914-9279

Lori Blumenstein-Bott | Vice President of PsychAssets

* (248) 568-0354

Julie Frei | Morc Worker

* (248) 535-1549

Scot Boateng | Owner of Preva Hair

* (248) 707-4248

Keith Redley | Apple Tier 2 Technical Support

* (734) 741-3595

Alicia Holmes | Previous Victoria’s Secret Supervisor

* (248) 346-2131

Deandre Dean | Owner of Hilltopz Studios

* (248) 943-3997