

DYMOND HOFFMAN

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Summary:

Systematic Administrative Assistant with successful experience in fast-paced office settings. Hardworking team player with expertise completing various clerical tasks and offering staff support. Responsible, punctual, and productive professional when working with little to no supervision.

Professional Experience

Target – Springfield, OR

Style Consultant

4/2022 - 11/2022

- Maintained a positive attitude and extensive knowledge of product inventory and company procedure to handle guest inquiries
- Followed visual guidelines when adding merchandise to sales floor, setting display fixtures, and zoning floor pads
- Trained new hires
- Assisted as a backup cashier, performing all checkout procedures quickly and accurately
- Recognized as 'Team Member of the Month' for October 2022

Wayfair – Springfield, OR

SSC - Customer Service Representative

3/2022

- Service customers with post order issues in an efficient manner via phone and email
- Navigate multiple software applications and technologies simultaneously
- Use de-escalation tactics and maintain a professional composure at all times
- Communicate with customers in a friendly manner and build a rapport with them, exceeding customer satisfaction

Gordon, Aylwoth & Tami, P.C – Eugene, OR

Administrative Assistant

7/2021 - 11/2021

- Handled finalizing legal document using adobe acrobat
- Meticulously reviewed and prepared documents for mailing
- Organized and filed court documents
- Operated postage machines, label makers, folding machines, printers, and scanners
- Improved productivity by consistently keeping folders cleared and managing the high volume of documents efficiently

Volunteer Experience

Springfield High School's Black Student Union – Springfield, OR

BSU Member

1/2021 - 7/2021

- Corresponded with administrators and staff to create a culturally inclusive school environment that represents all students of color

- Collaborated with students and staff to design and implement advisory lessons centered around systemic racism
- Provided resources and consultation for 15-minute advisory lessons taught by teachers school-wide
- Increased the power of student voice and influenced the decision of including students of color to be a part of the interview committee for Springfield School District's first-ever Equity and Inclusion Coordinator
- Sparked a significant change in the school's culture and prompted several school-wide initiatives focused on equity, inclusion, and anti-racism

Education

High School Diploma, Springfield High School – Springfield, OR

- **Notable achievements:** Honor Roll, Graduated a year early with an unweighted GPA of 4.0
- **Relevant coursework:** Computer Applications, Spanish 1&2, Pre-Calculus, AP Literature and Composition

Technical Skills

Office: Google Suite, MS Office, Adobe Acrobat

Programming: HTML, CSS, JavaScript, MySQL