

# JESSICA CLAIRE

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## SUMMARY

Administrative support professional 10 years of experience working in fast paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet, committed to superior customer service. Confident and poised in interactions with individuals at all levels. Capabilities include: Excellent communication and presentation skills. Works well independently and as part of a team Bi-Lingual Fluent in Spanish. Proven ability to increase sales and revenue Hard working, detail oriented, able to multi-task. Honest, reliable, and productive Outstanding training, leadership, and communication skills. Microsoft word, excel & Power Point People Soft , SAP Access

## EXPERIENCE

### SAP Quality Coordinator, 09/2006 - Current

Ciox – Bellevue, WA

- Schedule and verify appointments and meetings of managers Set up and uphold manual and automated information filing systems Order workplace supplies and maintain record Organize travel schedules and book reservations Record and prepare minutes of meetings Prepare, record, check over and proofread correspondence, invoices, presentations, brochures, publications, reports and relevant material Determine and launch office procedures Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organization People Soft, SAP Easy Access, MD04s, MMBE, ZMRQ1, ZPODLV, ME2M Duties also included fielding telephone calls, filing and data entry.
- Assist with overflow work from administrative and fill in for office receptionist as needed.
- Schedule material and equipment deliveries, Develop weekly spreadsheet reports, check on all orders to meet schedules.
- Reception by phone or in person; refer messages; open and distribute mail; schedule rooms.
- Work with Custom brokers on assuring arrival notices, airway bills, packing slips and invoices.
- Handle petty cash payments, encoding vouchers, securing necessary approval, and sending vouchers to finance department.
- Attend Packaging Reviews to finalize product shipping Review purchase order reconciliation weekly and follow up on overdue open orders.
- Process and review billing data examine paper work and verify invoices with purchases, review and recommend changes.

### Medical Receptionist, 08/2005 - 09/2006

Sun Communities – Lancaster, PA

- Schedule appointments; check in patients, obtained insurance and billing information.
- Copy requested records for transport to other medical offices; maintain files and correspondence.
- Provide cheerful, efficient service to patients; maintain a recall system for patients.
- Organize and maintain clinical records, patient referral communications and daily sheets.
- Work closely with Medical Assistant to coordinate patient flow, review patient registration forms and charts.
- Restock clerical supplies and complete all appropriate sections of medical forms and fill out medical record forms.
- Skilled in general office duties, including answering phones, filing, preparing correspondence, and greeting Patients.

### Office Assistant, 03/2005 - 06/2005

Fm Global – Johnston, RI

- General office procedures for high profile commercial surgical company.
- Coordinated incoming/outgoing correspondence for surgical product mailers to thousands of Sales Representatives and Surgical doctors in the United States.
- Performed any computer tasks as needed: spreadsheets, letters, templates and databases.
- Collect, count and disburse money, basic bookkeeping and complete bank transactions.
- Complete and mail bills, contracts, policies, invoices and checks.
- Communicated with customers, employees, and other individuals to answer questions, distribute information take orders and address complaints.
- Handle office machines such as photocopying, scanning, facsimile machines, and voice mail systems.
- Recorded and proofread data and other information such as records and reports, maintain updated files, inventory, mailing, and database systems.

### Receptionist, 02/2004 - 03/2005

Dellwood Country Club – City, STATE

- Schedule Reservations for club members and guest that attend club events.
- Train employees in placing and organizing seating.
- Deal tactfully and effectively with difficult guest, handle guest inquiries and complaints.
- Provide personalized guest service to patrons in fine dining settings.
- Performed staff orientation and training, assisted with scheduling.
- Handle customer inquiries and complaints.

## EDUCATION

### A.S: Business Administration/Marketing and Management, 2005

The College of Westchester - White Plains, NY

Business Administration/Marketing and Management

### B.A: Business Administration

Dominican College - Orangeburg, NY

Business Administration

## SKILLS

administrative, basic, billing, bookkeeping, book, brochures, charts, clerical, contracts, data entry, databases, database, electronic mail,

facsimile, filing, finance, forms, general office duties, General office, insurance, inventory, letters, meetings, Access, mail, money, office, office

machines, organizing, Packaging, People Soft, policies, presentations, publications, receptionist, Reception, Sales, SAP, scanning, scheduling,

shipping, spreadsheets, spreadsheet, telephone, answering phones, phone, voice mail