

JOHN SMITH

101 S Tryon St, Charlotte, 28280 john.smith1@email.com (123) 456-7890

Professional and knowledgeable clerical assistant with 8+ years of experience in office administration, Adept at scheduling business trips and work meetings and working in a fast-paced, busy environment, Use of various automation programs, including Microsoft Outlook, SharePoint and Microsoft Excel, to maintain correspondence, business files and administrative documents. Well-developed oral and written communication skills.

EDUCATION

ASSOCIATE IN BUSINESS STUDIES

Duke University, Durham,
North Carolina
September 2009 -July 2011

KEY SKILLS

- Excellent communication and customer service skills
- Impeccable attention to detail
- Proficient with Microsoft Office, including Excel and Outlook
- Team player

CERTIFICATIONS

- ◆ Professional Administrative Certification of Excellence (PACE) from ASAP, June 2013

PROFESSIONAL EXPERIENCE

SENIOR OFFICE ASSISTANT

Clerical Clerks, Raleigh,
North Carolina
October 2016 - Present

- ◆ Observe payroll for 50+ employees, including the posting of checks each month
- ◆ Monitor and respond to all client emails to resolve complaints, leading to a 22% increase in customer retention
- ◆ Perform CRM data entry for all sales orders and improved the speed of the process by 15% in one year

ADMINISTRATIVE CLERK

The Office People, Raleigh,
North Carolina
May 2014 ■ October 2016

- Provided document scanning services (200+ per day)
- Assisted in answering incoming telephone calls and making important outgoing calls
- Increased positive patient survey responses by 20%

JUNIOR OFFICE CLERK

Offices 'R' Us, Raleigh,
North Carolina
September 2011- May 2014

- Provided clerical assistance to various members of staff, including managers
- Used Microsoft Office for scheduling and reports
- Reduced clerical errors by 15%