

PROFILE

Recent college graduate with experience in customer service and administrative support. A fast learner who thrives on interacting with people and providing unparalleled assistance to internal employees and external guests and clients.

PROFESSIONAL EXPERIENCE

Receptionist

Temple University Financial Aid Office, Philadelphia, PA | June 2017-Present

- Answer phones and direct calls to financial aid counselors or other appropriate personnel
- Oversee departmental email account, and forward inquiries to appropriate personnel
- Schedule counseling appointments for current and prospective students and families
- Open and sort incoming mail
- Provide administrative support to financial aid counselors and other personnel as needed, including data entry, filing, sending faxes, and making photocopies

Office Assistant

Temple University Admissions Office, Philadelphia, PA | September 2015-May 2017

- Provided support to Admissions Office staff, including greeting prospective students, scheduling tours, mailing college marketing materials, and coordinating interviews with admissions counselors
- Answered questions from prospective students and their families via phone and email
- Transferred calls to admissions counselors and other personnel as necessary
- Processed student information, including sorting mail and entering data received into the applicant management system

EDUCATION

Bachelor of Arts, English

Temple University, Philadelphia, PA
2013-2017

- Academic experience in writing, critical thinking, and creative problem-solving

KEY SKILLS

- Excellent written and verbal communication skills
- Expert proficiency in Microsoft Office, Microsoft Outlook, Google Suite, and Adobe Acrobat
- Professional phone etiquette
- Data entry
- Attention to detail
- Patient and professional under pressure