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| **Jacqueline** **Wilson**  266 Green Meadows Road, Wilmer, TX 75172 Cell: (214) 422-6497 Home: (214) 437-2903  **Jwilsonc1c@gmail.com** |
| **OBJECTIVE**  Analytical and detail-oriented professional with experience coordinating, planning, and supporting daily operational and administrative functions to excel in an Office/Administrative Assistant role. Demonstrated capacity to provide comprehensive support for senior-level staff, including managing and coordinating projects and processes in support of effective business operations. |

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| **January 1995 – November 1998**  **Officer/Administrative Assistant, Texas workers’ compensation commission**   * Skillfully performed routine office and sales support tasks. * Leveraged strong multi-tasking skills with cross-functional teams in support of customer needs. * Assisted with scheduling domestic and international travel arrangements for C-Level executives. * Organized and maintained calendars and schedules to align with executive needs and company goals. * Trained administrative staff on policies and procedures. * Created presentations for executive meetings. * Spearheaded the transition from paper invoices and DOS-driven Peachtree to QuickBooks and Point of Sale system and trained all employees in newly implemented technologies. * Demonstrated flexibility and superb work ethic in enthusiastically taking on special projects in addition to my primary responsibilities. |
| **October 1982 – January 1988**  **Assistant Manager, MCdonald’s Corporation**   * Supervised and assisted staff including the host, crew members, crew trainers, shift managers, assistant managers, and area managers * Conducted candidate interviews and trained new hires. * Handled supplier orders for the restaurant as needed. * Ensured all customers were satisfied with their service. * Maintained employee scheduling and day-to-day supervision and management for a staff of 15 crew members, trainers, shift managers, and assistant managers. * Full-time assistant manager. * Served customers, with a focus on following up to ensure a great customer experience and repeat business. |
| **1988 – 1995**  **Customer Service Representative, Budget Car rental (Call Center)**   * Answered customer telephone calls regarding new and existing accounts. * Responded to questions and concerns about service, and escalated calls appropriately. * Consulted with customers to evaluate needs and determine best options. * Excelled in exceeding daily credit and service application goals. |
| **May 2016**  **Associates Degree - Business Administration, Cedar Valley Community College – Lancaster, Texas** |
| **May 2016**  **Certification in Human Resource, Cedar Valley Community College – Lancaster, Texas** |

**Skills & Abilities**

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| * Comprehensive support * Managing and coordinating projects * Multitasking * Accuracy and efficiency * Organizational skills * Detail-oriented * Proficient in Microsoft Office Suite | * Maintaining detailed records * Generating reports * Coordinating meetings * Outstanding interpersonal skills * Customer service and leadership skills * Calendaring and scheduling for executive support |

**Volunteer work**

* Cedar Hill ISD – PTA Fundraiser Chairperson, 2005 – 2006
* Charlston Methodist Hospital, 2009 - 2011