John H. Keppe

Beckley, WV | (304)-712-9855 | hello.johnkeppe@gmail.com

Summary

Detail-oriented Professional with over 15 years of experience in administration, customer service, and data management. Specialize in bridging the gap between traditional administrative support and modern data visualization. Currently, leveraging my background in operational efficiency to develop advanced technical skills. This includes mastering Microsoft Excel (Pivot Tables, Slicers, and Data Modeling) and building responsive web projects using HTML/CSS. My goal is to apply this unique blend of administrative expertise and emerging technical proficiency to help organizations streamline workflows and make data-informed decisions.

Skills

- Microsoft Office: (Excel, Outlook, Word)
- Google Workspace: (Docs, Drive, Gmail, Sheets)
- Customer Service
- Data Confidentiality
- Adaptability
- Time Management

Experience

Professional Development | *Self-Directed Learning* | Aug. 2022-Present

- Developed skills using AI tools to enhance efficiency in generating materials.
- Created and deployed portfolio websites on GitHub.
- Built automated workflows using Zapier to integrate Notion and Slack.

Tax Preparation Assistant | *Private/Family* | Jan. 2013-Present

- Accurately input financial information into online tax software.
- Maintained strict confidentiality of sensitive personal data.

Bank Teller | *Pendleton Community Bank* | Jan. 2022-Aug. 2022

- Executed 25-40 transactions daily with exceptional accuracy.
- Provided outstanding customer service and resolved branch inquiries.

Produce Associate | *Walmart/Sam's Club* | Dec. 2014-Sep. 2021

- Honorably recognized as Associate of the Month (Dec 2014).
- Managed department freshness through regular inventory checks.

Student Services Coordinator | *Mountain State University* | Jan. 2009-Dec.2012

- Digitized archived transcripts, improving data accuracy and accessibility.
- Optimized transcript processing, achieving a 50% reduction in turnaround time.

Administrative Associate | *Daniel Vineyards* | Nov. 2006-Jan. 2009

- Managed tech support and website maintenance, saving $2,000+ annually.
- Implemented digital inventory using QuickBooks POS.

Education

Regents Bachelor of Arts-History | *Concord University* | May 2014