SUZANNE MELZER

# DYNAMIC ADMINISTRATIVE ASSISTANT

# Hauppauge, NY • (631) 316-6387 • suzimelzer717@gmail.com [www.linkedin.com/in/s](http://www.linkedin.com/in/)uzanne-melzer

Motivated Administrative Assistant with 8+ years experience with a strong focus on customer satisfaction and ensuring that office operates smoothly. Skilled in actively listening to customers, with a sense ofc urgency, and maintaining effective communication with team members. Statistics bullet-pointed below lend credibility to these statements. Passionate about consistently improving and exceeding expectations. I would be honored to be given the opportunity to further develop leadership skills and contribute to your dynamic organization in the long-term.

# WORK EXPERIENCE

**Home Depot -** Customer Service Associate

Patchogue, NY

Feb 2022 – June 2023

* Increased Customer Satisfaction scores from 89% to 94% within three months at The Home Depot through targeted initiatives to exceed customer needs
* Slashed overall store loss nearly $4,700/month through heightened security awareness, meticulous attention to detail, and increased team communication
* Executed 80-110 POS system transactions per shift with a 99.6% accuracy rate.

## Bagel & Deli Creations – Clerk/Cashier

Bethpage, NY

Aug 2019 – March 2020

* Developed and taught new employee training program that reduced onboarding time by 30% and improved employee retention by 20%; also established consistency and improved employee performance
* Boosted company sales about $450/week through innovative Facebook & Instagram marketing and creating an Internet presence for the store
* Elevated customer reviews from 2 stars to 4.5 stars 4 months after mentoring new hires on the importance of actively listening to customers, acting with sense of urgency, and maintaining communication with others team members
* Processed 100-115 customer orders on P.O.S / day with 99.2% accuracy

## Spot On Cleaning & Detailing - Office Manager

Bohemia, NY

July 2015 - August 2019

* Supervised team of 16 employees to ensure adherence to company’s standards, deadlines, and proper procedures, assisting coworkers to correct any errors or problems
* Boosted company’s sales 14.8%/week by creating social media presence for the store, esp. by advertising marketing strategies via Facebook, Instagram, & TikTok
* Raised customer reviews from 2.8 stars to 4.2 stars by implementing new operating systems
* Reduced annual company’s spending by 11.7% after redesigning inventory management systems,

cutting back over ordering, and also negotiating better prices for supplies

**Starbucks Coffee Company -** Barista

Levittown, NY

Jan. 2012 - July 2015

* Mastered recipes for all 60 beverages on Starbucks menu, ensuring expertly crafted orders
* Processed 45-55 orders per hour with 99% accuracy on P.O.S
* Demonstrated exceptional task prioritization under pressure, ensuring timely order completion
* Received outstanding reviews on Yelp and Google, receiving personal recognition for superior customer service and order fulfillment

### KeenanPowers, & Andrews - Administrative Assistant

Hauppauge, NY

Nov. 2009 – Dec. 2012

* Revolutionized data by transitioning from a manual to a computer-based filing system, drastically cutting data retrieval time to >1min and improving office organization
* Prioritized excellent customer service, greeting visitors or callers promptly and directing them to the appropriate personnel based on their needs
* Managed personal calendars of 3 law partners, scheduling appointments efficiently
* Overhauled financial tracking systems by implementing advanced Excel spreadsheets for detailed spending and revenue analysis, discovering over $20,000 in unpaid client invoices and numerous checks to A/R dept. that were never deposited (before my tenure began )

## Skills

* QuickBooks
* CRM software
* Excel
* Word
* Comfortable with Salesforce, Hub
* Social Media Management
* Ability to stay calm in stressful situations & reduce customer tension
* Cost Reduction & Waste Elimination
* Problem solving / conflict resolution
* Customer retention
* Professional appearance and phone skills
* Superior Customer Service
* Windows based software
* Effective problem-solving (both analytical and creative, depending on situation)