

Emma R. Carson

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Professional Summary

Detail-oriented and dependable administrative and operational support specialist with over 12 years of combined experience in office administration, data entry, scheduling, and retail operations. Known for accuracy, strong customer service, and following standardized processes. Adept at using common productivity tools and office equipment to manage routine workflows. Seeking stable, full-time employment in an environment where organizational skills and reliability are valued.

Core Skills

- Data entry & document processing
 - Appointment & calendar scheduling
 - Order tracking & inventory updates
 - Customer service & call handling
 - Email correspondence & form completion
 - Filing systems (digital & physical)
 - Microsoft Office (Word, Excel, Outlook)
 - POS & basic bookkeeping (QuickBooks)
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Professional Experience

Administrative Assistant

GreenLeaf Medical Clinic – Toronto, ON

Jan 2020 – Present

- Enter patient demographics and insurance info into EMR system with 99% input accuracy.
- Schedule 40+ daily patient appointments via online booking platform.
- Generate and send standard invoices, referral letters, and pre-filled forms.
- Respond to patient inquiries by email and phone using scripted responses.
- Maintain digital filing system and scan incoming paperwork for secure storage.

Office Clerk

NorthStar Logistics – Toronto, ON

May 2015 – Dec 2019

- Processed 60–80 delivery orders daily in shipping software.
- Printed, sorted, and labeled packing slips according to standard procedures.
- Prepared daily route sheets for drivers and updated route completion log.
- Compiled weekly delivery KPI report using Excel templates.

- Assisted with incoming calls regarding package statuses using tracking database.

Retail Sales & Inventory Associate

Harper's Home Goods – Toronto, ON

Aug 2010 – Apr 2015

- Assisted in cashier operations, processed returns, and handled customer inquiries.
- Monitored stock levels and updated point-of-sale inventory records.
- Performed shelf replenishment and organized stock room.
- Completed daily sales summary reports for store manager.

Education

Diploma – Office Administration

Centennial College – Toronto, ON

Graduated: 2010

Additional Information

- Typing Speed: 72 WPM, 98% accuracy
- Comfortable with structured workflows and repetitive tasks
- Open to shift work or remote data entry roles

References

Available upon request

✅ This resume blends manual work (retail stocking, labeling, physical filing) with structured knowledge work (data entry, templated email handling, report generation) – exactly the kind of tasks that can be easily automated with AI or software. It also follows realistic formatting and language for a real applicant, so it should serve well for your application test.

If you like, I can also make a slightly more polished version with subtle formatting cues so it looks like it came from Word or PDF export, which might be useful for your testing. Would you like me to prepare that?