

Katelyn McLean

Administrative

Levittown, PA 19055

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To excel in a job where I can utilize my training, experience, and strong work ethic.

Authorized to work in the US for any employer

Work Experience

Office Manager

Roofs by Tip Top - Washington Crossing, PA

May 2019 to Present

- Oversee and manage general office operations
- Answering high volume of incoming phone calls
- Coordinating appointments and meetings
- Managing staff calendars and schedules
- Purchasing of materials and equipment for jobsites
- Data entry
- Accounts payable
- Accounts receivable
- Payroll
- Assist with supplementing to insurance companies
- Client relations
- Producing reports, composing correspondences and drafting new contracts
- Maintained office supply inventory
- Fulfilled clerical activities

Office Manager

Bryan Construction, Inc - Pipersville, PA

August 2018 to May 2019

- Oversee and manage general office operations
- Accounts payables
- Accounts Receivables
- Answering high volume of incoming calls
- Payroll
- Ordering of materials for job sites
- Assisted with Estimates for clients
- Managed all social media accounts
- In charge of client relations old and new

Customer Service Representative

Rob's Automotive and Collision - Bristol, PA

November 2017 to April 2018

- Answer and transfer high volume of phone calls
- Get customers set up in CCC and Sumit
- Talk with insurance companies regarding accidents, payments, supplements
- Take required pictures of customer's vehicles for insurance and repair purposes
- Help set up tows to get customers vehicles to our location
- Help with getting new customers in
- Accounts Receivable

Administrative Assistant

B. Blair Corporation - Ivyland, PA

December 2014 to September 2017

- Answer and transfer high volume of phone calls
- Accounts Payable
- Accounts Receivable
- Sort and disperse mail
- Scheduled and Confirmed appointments for staff
- Travel arrangements
- Tracked Monthly credit card statements
- Filing
- Maintaining office inventory

Fashion Appraiser

Linda's Stuff - Horsham, PA

March 2013 to December 2014

- Use internet search engines to find merchandise retails to price inventory for website
- Help direct clients to appropriate personnel
- Go to clients houses to obtain items they are looking to sell
- Personal shopper for owner of company (when needed)

Bartender/Server

Gavins Sports Bar - Horsham, PA

September 2011 to January 2013

- Ensuring top notch customer service to patrons
- Deepen customer relationships to expand regular business
- Assist with organizing and marketing (online media) events on a weekly basis
- Maintain cash drawer
- Directly handle complex problems and customer issue when needed

Sales Associate

Gap Body - Newtown, PA

September 2010 to September 2011

- High paced retail environment with a strong focus on customer service
- Welcomed customers into the store
- Built rapport to uncover customer needs and suggest suitable merchandise
- Responsible for a balanced cash drawer at the end of every shift
- Placed special orders and called other stores to find desired items

- Would also make sure merchandise is properly displayed around the store

Sales Associate

Ulta - Fairless Hills, PA

July 2008 to September 2010

- High paced retail environment with a strong focus on customer service
- Welcomed customers into the store
- Built rapport to uncover customer needs and suggest suitable merchandise
- Responsible for a balanced cash drawer at the end of every shift
- Placed special orders and called other stores to find desired items
- Would also make sure merchandise is properly displayed around the store

Education

Esthetician

Bucks County School of Beauty - Southampton, PA

September 2017 to April 2018

Institute of Laser Medicine - Springhouse, PA, US

2012

Bucks County School of Bartending - Bensalem, PA

2011

High school in Academic

Council Rock Hs North - Newtown, PA

September 2004 to June 2008

Technology, Cosmetology

Middle Bucks Institute of Technology - Jamison, PA

2008

Skills

- Microsoft office, excel, quickbooks (4 years)
- Customer Service
- Accounts Payable
- Scheduling
- Billing
- Payroll
- Quickbooks
- Administrative Assistant
- Sales
- Receptionist
- Excel

- MS Office
- Accounting
- Office Management
- Body Waxing
- Makeup Application
- Esthetic Laser Treatment
- Upselling
- Accounts Receivable
- Retail Sales
- Microsoft Outlook
- Human Resources
- Bookkeeping
- Construction

Certifications and Licenses

Driver's License

Bartender License

Assessments

Project management skills: Budgeting — Highly Proficient

April 2020

Managing project budgets by appropriately allocating and monitoring financial resources.

Full results: [Highly Proficient](#)

Administrative assistant/receptionist — Expert

October 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Expert](#)

Attention to detail — Proficient

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

March 2020

Motivating others through feedback to identify improvements or corrective actions.

Full results: [Highly Proficient](#)

Teamwork: Interpersonal skills — Proficient

January 2022

Responding to challenging team situations at work

Full results: [Proficient](#)

Customer service — Highly Proficient

June 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Sales skills — Highly Proficient

August 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Real estate — Highly Proficient

October 2020

Matching listings with specifications

Full results: [Highly Proficient](#)

Management & leadership skills: Planning & execution — Familiar

February 2021

Planning and managing resources to accomplish organizational goals

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

QUALIFICATIONS:

- Certified Laser Technician, Institute of Laser Medicine - Springhouse, PA
 - o IPL Skin Rejuvenation
 - o IPL and Laser Safety
 - o IPL and Laser Hair Removal
 - o IPL Acne Treatments
 - o Fractional Skin Resurfacing
- Microsoft Office including Microsoft Word, Excel, Power Point knowledge
- T.I.P.S Certified