

Shyam Lal

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Summary

Assertive and confident office assistant with 5 years of experience providing outstanding customer service and support.

Experience

Office Assistant | July 2019 - Present | Xerox Assist | Chicago, Illinois

- Supported the multiple departments by organizing, filing and maintaining a spreadsheet of employee schedules, including hours, leave and vacation
- Provided support for multiple department managers and their assistants
- Updated and maintained the client portal
- Handled the scheduling of multiple hours for multiple project managers and analysts
- Successfully trained one new employee during the quarter
- Maintained a database of client information with proper client approval processes

Server | December 2017 | Boulder Eatery | Chicago, Illinois

- Created a new website for the graphics department, which increased sales by \$50k
- Increased sales by 20% by providing customer service via phone, email and social media
- Actively participated in teamwork with marketing department by acquiring new clients, increasing revenue by 10%
- Handled over 60 orders per day
- Managed inventory of over 200 products, including required inventory levels for each new product release

Volunteer | September 2016 | Adoptions for Awesomeness | Chicago, Illinois

- Attended an average of 9 events per month, increasing the company's ability to raise more money and awareness to its cause
- Participated in the development and delivery of external training for customers, employees and clients
- Provided mentorship to 4 employees who were new to the company
- Managed the volunteer program, oversaw the event calendar and managed 40 volunteers

Skills

Microsoft Office, Communication Skills, Computer Literacy, Microsoft Excel, Microsoft Outlook,
Bilingual, Spanish

Education

High School Diploma | Concord Charter School | Chicago, Illinois