

# Sallie Bhatia

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## PROFESSIONAL SUMMARY

Methodical and tech-savvy quick learner seeking an Office Assistant position with a growing business. Eager to use time management and communication skills to assist busy teams with business needs.

## EXPERIENCE

### Office Assistant

03/2023-02/2024

#### Goleta Neighborhood Clinic, Santa Barbara

- Provided friendly customer service in person and over the phone to over 50 – 80 members daily, enhancing patient satisfaction and contributing to a 10% increase in positive feedback ratings.
- Created comprehensive reports and PowerPoint presentations for healthcare providers, aiding in the efficient delivery of patient care and improving clinic operational efficiency by 15%.
- Managed patient records and appointment scheduling, ensuring accurate and timely updates, which reduced appointment errors by 20%.
- Assisted in inventory management, including ordering and stocking medical supplies, maintaining optimal inventory levels, and reducing supply shortages by 30%.
- Facilitated the onboarding process for new staff, providing orientation and training on clinic procedures, which improved new hire productivity by 25%.

### Front Desk Associate

03/2016 – 04/2017

#### Riviera Motel, Los Angeles

- Created schedules for 8 housekeeping employees, ensuring efficient coverage and minimizing labor costs by 10%.
- Managed guest check-ins and check-outs, ensuring a smooth and welcoming experience that led to a 12% increase in guest satisfaction scores.
- Handled guest inquiries and resolved complaints in a timely and professional manner, which resulted in a 15% reduction in negative online reviews.
- Coordinated with maintenance staff to address urgent repairs, improving response times and guest safety by 20%.
- Processed daily financial transactions, including cash handling and credit card processing, with 100% accuracy, contributing to seamless motel operations.

### Administrative Assistant

04/2014-02/2016

#### Nesco Resource- Downtown LA

- Supported daily operations by managing office correspondence, including sorting and distributing mail, which improved internal communication efficiency by 25%.
- Organized and maintained electronic and physical filing systems, ensuring quick retrieval of documents and reducing file search times by 40%.
- Scheduled and coordinated meetings and events, handling logistics such as room bookings, catering, and materials preparation, which led to a 20% improvement in event execution.

- Assisted in the recruitment process by screening resumes, scheduling interviews, and coordinating with hiring managers, which streamlined the hiring process and reduced time-to-hire by 15%.
- Implemented office supply management procedures, leading to a 10% reduction in waste and cost savings.
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## **SKILLS**

Communication Skills, Microsoft Office | Customer service | Active listening | Cash handling  
time management | Organization | Data entry | Spreadsheets | Notetaking | Email | multi-tasking

## **EDUCATION**

*High school diploma,*  
Escondido Adult School

**05/2022**

## **CERTIFICATIONS**

- Medical Billing CPT Coder - New Bridge College- 2008
- Certified Customer Service Representative (CCSR) – Hospitality/Motel6

## **AWARDS/RECOGNITIONS/VOLUNTEER WORK**

- Best Associate of the Month (multiple times) 01/2023 – 10/2023
- Volunteer at Cottage Hospital Santa Barbara 04/2019 – 08/2021