Sydney Stith-Wimbish

sydneynadira@aol.com | (301) 957-8826 | MD

SUMMARY

Detail-oriented professional seeking a role as a Data Entry Clerk. Offers 3 years of experience in administrative support roles, demonstrating strong customer service and clerical skills. Proficient in Microsoft Teams, Outlook, and managing electronic filing systems, ready to leverage these skills to ensure accuracy and efficiency in data entry tasks.

WORK EXPERIENCE

Vastec   Alexandria Va
Document Specialist   Mar 2023

- Executed document processing tasks, encompassing scanning, indexing, and quality control, and maintained strict adherence to regulatory compliance and company standards, while efficiently entering confidential data into government databases.

ASM Research   Remote
Administration Support | Customer Support | Reports and Analysis   Dec 2020 - Nov 2021

- Managed inbound calls, guided customers through unemployment processes, confirmed benefits eligibility, and provided information on job search requirements.
- Fostered a positive and empathetic professional environment during the COVID-19 crisis, assisting individuals in need of financial aid.
- Collaborated with team members to resolve complex unemployment claims and stayed updated on changes to unemployment practices, regulations, and federal policies through weekly staff briefings.

State Farm Insurance   Washington, DC
Receptionist/Insurance Agent   Mar 2019 - Nov 2020

- Managed daily office operations including scheduling, reporting, and upkeep of electronic filing system, ensuring organization and efficiency.
- Delivered exceptional customer service, effectively promoting services and resolving customer inquiries in a fast and efficient manner.
- Attained comprehensive licensing in auto, home, life, and health insurance, demonstrating dedication to professional development and industry expertise.

Cadillac Ranch   Oxon Hill, MD
Lead Server   Nov 2018 - Nov 2019

- Demonstrated excellent customer service by maintaining up-to-date knowledge on promotions, policies, and store security measures, fostering positive interactions with every guest.
- Achieved an effective cross-selling rate of 80% for add-ons and premium versions, significantly contributing to revenue growth.
- Facilitated smooth service shifts through efficient labor cost management, effective employee onboarding, and mentorship, leading to enhanced comprehension of organizational goals and fundamentals.

EDUCATION

Bowie State University   Bowie, MD
Bachelor of Science, Computer Technology   In Progress

Oxon Hill High School   Oxon Hill, MD
High School Diploma   2017

CERTIFICATIONS

Public Trust/CAC, DLA   2023

SKILLS

Front/Back Office Management • Database Administration • Excel • Word • PowerPoint • Teams • Outlook • Data & Research Analysis • Python Coding • Data Entry (60 WPM) • Spreadsheets • Reports • Timekeeping • Computer Programming • QuickBooks • Filing Records Management • Network Security • SEM/POS Sales Systems • Conflict Resolution • Help Desk Support • Google Suite/Aws