

# CLIENT NAME

Address 123-456-7899  
email@yahoo.com

## ADMINISTRATIVE ASSISTANT

### ELITE CUSTOMER SERVICE | RECORD MANAGEMENT

Dynamic, qualified and highly ethical **Administrative and Customer Service Professional** with exceptional interpersonal skills and extensive experience providing key support to ensure a seamless business operation. Experienced in developing process improvements that streamline workflow, coordinating schedules, maintaining strict documentation pertinent statistical data, and keeping inventory records; proven track record of setting up systems to identify, organize, and process tasks for higher efficiency.

- Office Management
- Customer Service
- Memos & Correspondence
- Mathematical Calculations
- Statistical Reporting Methods
- Inventory Management
- Sales Generation
- Conflict Resolution
- Training & Development
- Spreadsheet Applications
- Payroll & Accounting
- Client Relationship Management
- Customer Interfacing
- Administrative Support
- MS Office (Word, Excel)

## PROFESSIONAL EXPERIENCE

### Administrative Experience

**HARRISON COUNTY SCHOOL DISTRICT**, Gulfport MS • 2002-2014

**ADMINISTRATIVE ASSISTANT/SECRETARY**

As attendance and discipline clerk, administered comprehensive office support duties in the areas of attendance, discipline and guidance and counseling.

#### **Key Responsibilities Included**

- Overseeing the collection of absentee paperwork at the end of each class period
- Administering tardy slips, corridor passes, and admit slips as necessary
- Managing administrative duties such as: answering and routing phone calls, answering parent and vendor questions, taking messages and giving them to the appropriate parties, maintaining log of all incoming calls from parents and accurately noting all student who will be late or absent
- Inspecting late and absentee notes brought in by students and match against parent's signature. Placed a follow up call with parents or guardian if forgery suspected
- Producing periodic statistical reports regarding the school's record on lateness, absenteeism, suspensions and other pertinent information as requested
- Performing duties with the highest degree of integrity and confidentiality

### Customer Service Experience

**BIG MIKE'S SPEAKEASY**, Gulfport MS • 2011-Present

**SERVER/BARTENDER**

**APPLEBEES**, Gulfport, MS

**SERVER/TRAINER**

- Met and exceeded sales metrics, consistently ranking high among other servers.
- Delivered high quality customer service, heightening overall customer experience and increasing sales revenue
- Greeted guests, answered questions about menu items, and took orders while utilizing the "smile factor"

## EDUCATION

**OFFICE ADMINISTRATION**  
UNIVERSITY OF SOUTHER LOUISIANA, Lafayette, LA

**ASSOCIATE OF ARTS, OFFICE ADMINISTRATION; MINOR IN CRIMINAL JUSTICE**  
ACADIANA TECHNICAL COLLEGE, Lafayette, LA  
MILLS COLLEGE, Oakland, CA