

JANE DOE

Anywhere, MD 00000 | janedoe123@gmail.com | XXX-XXX-XXXX

ADMINISTRATIVE ASSISTANT | OFFICE MANAGER

Well-organized administrative professional with experience in supervisory skills, customer service, payroll, and administrative support functions. Pays attention-to-details, identifies and implements work process improvements, motivates team members, and meets goals and deadlines on various projects. Leads by example and builds a cohesive team environment to increase efficiency and effectiveness. Strong interpersonal skills to build internal and external relationships. **Technical Skills:** Microsoft Office including Word, Excel, PowerPoint, Outlook, Kronos, Workday, Social Media, Web Design.

CORE SKILLS

Administrative Support

Supervisory Skills

Payroll

Team Leader

Time Management

Problem Solving

Records Management

Interviewing & Hiring

Staff Training

Scheduling & Travel

Interpersonal Skills

Multitasking

Process Improvements

Confidentiality

Inventory

EXPERIENCE

Operations Supervisor, ABC Company, Anywhere, MD

2016 – Present

Manages employee schedules, payroll, and professional development. Provides customer service by answering inquiries and promptly resolving problems. Maintains and updates employee and customer records with confidentiality.

- Interviews, hires, and trains employees in best practices and professional development.
- Handles difficult customer issues promptly to maintain customer satisfaction and retention.
- Facilitates daily meetings with employees to discuss opportunities, successes, and performance goals.
- Purchases and maintains inventory for all departments.
- Prepares weekly schedule and processes payroll for 100+ employees.
- Awarded “Top Front-End Team 3rd and 4th Quarter in 2020.

Customer Service Representative, XYZ Company, Anywhere, MD

2009 – 2016

Worked in a fast-paced environment supervising the customer service desk, resolving customer complaints, and processing all merchandise returns.

- Launched a new website for the company on various social media platforms.
- Increased traffic by 5K viewers while increasing sales by 27% in 12 months.
- Developed and facilitated new staff training programs to increase product knowledge and customer service.
- Supervised and trained new hires in business practices and quality customer service.
- Managed multiple tasks and projects while staying focused on courteous customer service.

Regional Administrative Assistant, JKL Company, Anywhere, FL

2000 – 2009

Provided administrative support to the Regional Manager of this medical equipment and supply company. Prepared monthly expense reports, travel reservations, training seminars, and various administrative tasks.

- Created a mapping system which tracked installations, hours worked, and overtime.
- Introduced and facilitated a new mapping system to other regional administrative assistants by traveling to other locations for onsite training sessions.
- Traveled to national training seminars and established working relationships with other administrative assistants.

EDUCATION

Bachelor of Science, Business Management, Purdue Global University, Indianapolis, IN