

Office Assistant Resume

Seattle, WA 98117

jobseeker@hotmail.com

(206) 441-1234

OBJECTIVE **Office Assistant**

SKILLS AND QUALIFICATIONS

- **Customer-Focused Front Office Professional** with over 6 years experience
- **Scheduling:** 6 years experience with scheduling for up to 15 employees
- **Knowledge of Multi-Line Phone Systems:** 10+ years experience with up to 6 incoming lines
- **Awarded “Best Producer,” “Stellar Trainer,” and “Distinguished Veteran” for performance**
- **Ability to handle multiple projects simultaneously**
- **Technical knowledge:** Microsoft Windows 98, 2000, and XP; MS Outlook, MS Word, MS Excel, MS Access, Act 2000, and HP 3000.
- **Bi-Lingual in Spanish**—able to speak near-fluently; working ability to read and write

EDUCATION

Certificate in Medical Office Administration

June/05

North Seattle Community College, Seattle WA

Jan/04-June/05

Certificates in HIV “KNOW” and HIPPA. Courses included: Communications in Healthcare, Legal Concepts, Ethical Concepts, Medical Terminology, Scheduling, Billing, Coding, Transcription, and First Aid.

RELEVANT WORK HISTORY

Receptionist/Office Assistant, North Seattle Community College

Oct/04-June/05

Scheduled appointments for seven staff using MS Outlook. Provided front office support and customer service. Directed students to appropriate staff, answered 5 incoming lines and retrieved messages. Made photocopies. Created new student files and orientation packets. Organized and maintained filing cabinets. Inventoried supplies. Used the HP 3000 student management system to look up confidential students’ status and codes. Assisted on projects such as sorting students by variables of age, gender, race, previous education, developing a resource manual, and resource flyer. Used MS Excel to make quarterly status reports on students’ codes, statistics and previous employment.

Volunteer Coordinator (Volunteer), Greenwood Elementary, Seattle WA

Sept/02-June/04

Created a volunteer database using MS Excel and ACT 2000. Answered and returned phone calls. Screened and checked background on all volunteers. Set up parents and community member volunteers with teachers. Compiled data list of volunteer staff assignments and duties using MS Excel.

Location Manager, SilverCloud Valet NW, Seattle WA

May/98-May/02

Manager for Harborview Hospital location, acted as liaison between Hospital management and the corporate office with the goal of ensuring total client satisfaction. Trained and supervised 5-15 employees, coordinated staff schedules, defused conflicts between employees and customers, conducted employee performance reviews. Responsible for administrative duties including accounts payable using Excel and Word. Answered 6 incoming lines. Promoted 5 times in 4 years based on performance (promoted from Cashier, Valet, Lead Valet, Assistant Manager, and Location Manager).

Receptionist (Volunteer), Planet Earth Foundation, Seattle WA

Dec/92 – April/93

Answered high volume of incoming customer calls on 6 incoming lines. Distributed mail and organized bulk mailings. Reorganized and consolidated two separate mailing lists into one master database. Performed general office duties including copying/collating, faxing, and filing.

Receptionist, Designer Draperies, Seattle WA

Oct/90-Sept/91

Answered 5 incoming lines and 10 extensions, took messages and directed calls. Greeted customers and placed and filed customer orders. Organized incoming inventory and sorted incoming mail, inventoried stock.