

JOHN H. SMITH

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Administrative Excellence | Customer Solutions | Team Leadership & Development

Project Management | Cross-Cultural Communication & Collaboration | Staff Training & Mentoring

May 28, 2013

Adapt Temporary Agency

RE: *Energy Administrative Assistant*

Location: *Los Angeles, CA*

Category: *Administrative*

Job Type: *Temporary/Contract-to-Hire Reference: US_EN_8_12345_67890000*

Cross-cultural communication, multi-departmental collaboration, and producing highly detailed and dependable administrative and customer service support are my strengths. With more than 15 years of experience in administrative and customer service positions, I have contributed to the organizational success of several companies by developing a thorough understanding of corporate objectives and protocol—and then becoming a hub of incoming and outgoing information and organization—linking together managers, clients, and support teams in multiple locations and cultures.

Key areas of focus throughout my career have included comprehensive research, employee training and leadership, and customer outreach. My ability to build cooperative working relationships and lead support staff has been a key factor in my meeting company goals and achieving successes. I have a natural ability to identify needs and assume the responsibility to provide solutions, planning, and implementation strategies. Meeting deadlines and achieving established goals are the driving motivations for me. It is truly a pleasure for me to see a project successfully completed within all time and productivity deadlines. Please note these highlights:

- Chosen by management to train newly hired agents and serve as a mentor; have new employees shadow me for several days while answering questions and providing guidance and instruction on operations and the computer system.
- Handle requests for information, maintain electronic and hard copy files, and process data into the computer system; retrieve files for various departments and provide general clerical duties including faxing, mailing, and photocopying.
- Upheld customer first-call resolution standards with exceptional service and knowledge of sales, repair, billing, and retention; expand and retain existing partnerships while sustaining optimal quality and continuous service.

If you are seeking a high-level administrative assistant who has a proven track record in delivering detailed and organized support within multiple fields and across multiple cultures, then we should meet. I believe that my leadership, communication skills, and results-driven spirit will be of significant value to your organization. Please contact me at your earliest convenience. I look forward to hearing from you soon.

Sincerely,

John H. Smith