

## Clerical Office Work Resume

### Wayne Big

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### OFFICE CLERK

*Systematic, industrious and methodical*

### SUMMARY

9+ years' progressively responsible experience in providing clerical and administrative support in a busy office environment. Highly detail-oriented and organized with special focus on ensuring seamless office operations and processes.

### HIGHLIGHTS

- Proficient in maintaining files and records in a safe and confidential manner
- Skilled in sorting and distributing mail to intended recipients within the organization, and ensuring that outgoing mail is expedited
- Highly experienced in operating complex PABX systems, diverting calls and taking and relaying messages
- Deep familiarity with operating and maintaining office equipment such as copiers, scanners and fax machines

### PROFESSIONAL SKILLS

- |                       |                          |                         |
|-----------------------|--------------------------|-------------------------|
| • Record-keeping      | • Electronic Filing      | • PABX Operations       |
| • Bookkeeping Support | • Stock Monitoring       | • Vendor Liaison        |
| • Research Assistance | • Reception Desk Support | • Departmental Bridging |
| • Communication       | • Stenography/Dictation  | • Scheduling            |

### KEY ACHIEVEMENTS

- **Process Improvement:** Improved the filing system by converting all important information into an electronic form, leaving the paper form as backup.
- **Cost Reduction:** Successfully reduced costs of office supplies by 60% by acquiring services of a less expensive supplier
- **Vendor Relations:** Brought onboard 3 vendors, who offered free equipment and supplies delivery, thereby reducing delivery costs by 75%
- **Communications:** Proven invaluable in creating and maintaining liaison between the marketing and sales departments, resulting in increased coordination between the two.

### PROFESSIONAL EXPERIENCE

#### Office Clerk

Millwood Inc., Washington Island, CA | 6/2010 – Present

- Create and maintain office records in both paper and electronic formats
- Answer telephone calls and provide information of the company's services and facilities
- Relay messages to intended recipients and direct visitors or customers to appropriate departments
- Take and transcribe minutes of the meeting and ensure that copies are distributed to the management
- Maintain office supplies and equipment inventory by ensuring that stock levels are kept at par
- Scan incoming mail for recipient information and distribute letters and parcels to intended recipients
- Provide travel and accommodation support to executives by ensuring that details of both are handled in a timely manner
- Operate office equipment such as copiers, scanners and fax machines and ensure that they are maintained efficiently
- Provide research and coordination assistance to all departments, paying special attention to communications

**Office Aide**

LUSA Associates, Washington Island, CA| 11/2007 – 6/2010

- Greeted customers and visitors and provided them with information and advice on who to meet within the organization, depending on their specific requirements
- Responded to inquiries over the telephone and transferred calls and relayed messages to intended recipients
- Operated office machinery such as fax machines, scanners, copiers and printers to fulfill executives' requests
- Coordinated the services of janitorial staff to ensure cleanliness and maintenance of all office areas
- Typed and edited correspondence such as minutes of the meeting, memos and executive letters

**EDUCATION**

High School Diploma

Washington Island High School, Washington Island, CA