

Greg Jones
(123) 456-7890
greg.jones@email.com
123 Address Rd, Anywhere, USA, 12345

Profile

Recent college graduate with experience in customer service and administrative support. A fast learner who thrives on interacting with people and providing unparalleled assistance to internal employees and external guests and clients.

Key Skills

- Excellent written and verbal communication skills
- Expert proficiency in Microsoft Office, Microsoft Outlook, Google Suite, and Adobe Acrobat
- Professional phone etiquette
- Data entry
- Attention to detail
- Patient and professional under pressure

Education

Bachelor of Arts, English

Temple University, Philadelphia, PA, 2013-2017

- Academic experience in writing, critical thinking, and creative problem-solving

Job Experience

Receptionist, Temple University Financial Aid Office, Philadelphia, PA

June 2017-Present

- Answer phones and direct calls to financial aid counselors or other appropriate personnel
- Oversee departmental email account, and forward inquiries to appropriate personnel
- Schedule counseling appointments for current and prospective students and families
- Open and sort incoming mail
- Provide administrative support to financial aid counselors and other personnel as needed, including data entry, filing, sending faxes, and making photocopies

Office Assistant, Temple University Admissions Office, Philadelphia, PA

September 2015-May 2017

- Provided support to Admissions Office staff, including greeting prospective students, scheduling tours, mailing college marketing materials, and coordinating interviews with admissions counselors
- Answered questions from prospective students and their families via phone and email
- Transferred calls to admissions counselors and other personnel as necessary
- Processed student information, including sorting mail and entering data received into the applicant management system