

John Smith
(123) 456-7890
john.smith1@email.com
101 S Tryon St, Charlotte, 28280

Profile

Professional and knowledgeable clerical assistant with 8+ years of experience in office administration. Adept at scheduling business trips and work meetings and working in a fast-paced, busy environment. Use of various automation programs, including Microsoft Outlook, SharePoint and Microsoft Excel, to maintain correspondence, business files and administrative documents. Well-developed oral and written communication skills.

Professional Experience

Senior Office Assistant, Clerical Clerks, Raleigh, North Carolina

October 2016 - Present

- Observe payroll for 50+ employees, including the posting of checks each month
- Monitor and respond to all client emails to resolve complaints, leading to a 22% increase in customer retention
- Perform CRM data entry for all sales orders and improved the speed of the process by 15% in one year

Administrative Clerk, The Office People, Raleigh, North Carolina

May 2014 - October 2016

- Provided document scanning services (200+ per day)
- Assisted in answering incoming telephone calls and making important outgoing calls
- Increased positive patient survey responses by 20%

Junior Office Clerk, Offices 'R' Us, Raleigh, North Carolina

September 2011- May 2014

- Provided clerical assistance to various members of staff, including managers
- Used Microsoft Office for scheduling and reports
- Reduced clerical errors by 15%

Education

Associate in Business Studies

Duke University, Durham, North Carolina, September 2009 - July 2011

Key Skills

- Excellent communication and customer service skills
- Impeccable attention to detail
- Proficient with Microsoft Office, including Excel and Outlook
- Team player

Certifications

- Professional Administrative Certification of Excellence (PACE) from ASAP, June 2013