

Bob Smith

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PROFILE

Experienced administrative professional with over a decade in numerous industries, including financial services, health insurance and hospital administration. Organized, diligent and detail-oriented administrative assistant with expert Microsoft Office skills and a dedication to excellent customer service.

PROFESSIONAL EXPERIENCE

Administrative Assistant Manager

ABC Financial Services Corp, New York City, NY | April 2015 – Present

- Oversee administrative assistants working with specific business units, including scheduling and time card reporting
- Answer phones, direct customers and clients to appropriate groups and organize visitor information
- Manage filing systems, both digital and physical, for departments across the company
- Perform ongoing clerical duties, including managing supply inventory, preparing presentations, organizing meetings and arranging executive travel
- Support marketing endeavors, including assembling and communicating marketing plans, printing materials and distributing information via email

Administrative Assistant

DEF Hospital System, New York City, NY | June 2009 – May 2015

- Greeted patients and their visitors and provided directions, information and guidance
- Answered a multi-line phone system and transferred callers quickly and accurately to their desired departments
- Maintained patient records when needed while adhering to stringent HIPAA privacy requirements
- Printed information, including marketing materials and hospital flyers for distribution, and maintained digital and physical files
- Prepared documents for health insurance billing and coordinated with insurance providers for general inquiries as necessary

EDUCATION

English Language and Literature Bachelor of Arts

The Ohio State University
Columbus, OH
August 2005 - May 2009

KEY SKILLS

- Attention to detail
- Data entry
- File maintenance, both physical and digital
- Office software experience, including Microsoft Office and Adobe Acrobat
- Scheduling using Google Calendar and Microsoft Outlook
- Strong communication skills in person, on the phone and via email