

SUMMARY: Administrative Assistant and Customer Service professional excelling at prioritizing, completing multiple tasks simultaneously, problem solving, and following through to achieve projected goals. Answers incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with a strong drive to succeed.

CORE COMPETENCIES

- Competence
- Excellent Communicator
- Organized and Detail Oriented
- Industry Savvy
- Professional Attitude and Appearance
- Deals with Office Politics and Confidentiality
- Possesses Good Judgment
- A Team Player

SKILL SETS

- Communication Skills
- Adept in Technology
- Verbal & Written Communication
- Organization
- Time Management
- Resourcefulness
- Detail-Oriented
- Anticipates Needs

TECHNOLOGY SKILLS

- Microsoft Office Suite
Word, Excel, Access, Publisher, PowerPoint, and Outlook
- Legal Research Software
LexisNexis and Westlaw (Case Law & Legal Research)
- Microsoft® Certified Word 2007 Specialist
Issued: October 2009 | Number: 719460
- Social Media Platforms

EDUCATION

Roosevelt University – January 2013
Post-Baccalaureate Certificate in Paralegal Studies

Chicago State University – December 2011
Bachelor of Arts Degree, Liberal Arts, and Sciences

PROFESSIONAL WORK EXPERIENCE

JULY 2010 - PRESENT

CUSTOMER SERVICE SPECIALIST

EOS USA, Chicago, IL

- Took inbound and outbound calls, in a call center environment, from American Water customers and Help Agency Representatives.
- Explained account activities, payment options, process payments, setup installment plans or payment extensions, and escalate issues.
- Provided move-in/move-out services and provided resources to customers with financial hardships.

ADMINISTRATIVE ASSISTANT

Capital Region Planning Commission, Baton Rouge, LA

- Served as primary office receptionist who received telephone calls and greeted visitors.
- Made phone calls for TAC, TPC, and Quarterly Commission meetings to ensure quorums.
- Was responsible for submitting work order requests, coordinating office repairs, running office errands, and providing other general support to office staff as requested.

ADMINISTRATIVE ASSISTANT

GOHSEP, Baton Rouge, LA

- Managed MS Excel spreadsheets for Approvals, Rollbacks, Package Reviews, and Express Pay System (EPS) Tracking Logs.
- Created monthly and quarterly Approvals and Rollbacks reports by examining spreadsheet entries against Louisiana Public Assistance (LAPA) system entries and updating the spreadsheets to match LAPA for more accurate reporting.
- Created PowerPoint Presentations as a training tool for GOHSEP staff. Was the timekeeper for two Team Leads and their staff members.
- Delivered Approvals, Express Pay System (EPS), and Package Reviews to Finance for further processing and funds disbursement.

DEVELOPMENT ASSISTANT

Feeding America, Chicago, IL

- Managed and performed administrative functions for the Chief Development Officer (CDO), including but not limited to scheduling meetings, maintaining Outlook calendar, planning travel arrangements, managing expense reports and proofreading correspondence.
- Provided administrative support as time allowed for the CDOs direct reports while also supporting the CDO in managing departmental communications, meetings, and events.

FREELANCE WORK EXPERIENCE

JULY 2002 - PRESENT

INDEPENDENT CONTRACTOR

Michele Brock Enterprises, Chicago, IL & Baton Rouge, LA

- Operated several call centers for fortune 500 companies where my customer satisfaction surveys were the highest score of 10 on average.
- Provided Internet-related products and services to small business owners including website development, social media management, marketing communication services, training small business owners on how to navigate and utilize social media to help build their business.
- Analyzed problems by gathering and organizing all relevant information to decide on the best course of action.
- Displayed energy and enthusiasm, thus, setting a rapport resulting in trust.
- Resolved customer issues.
- Exemplified high-performance standards resulting in successfully closing cases.
- Acted as a help desk subject matter expert by aiding staff with PC issues over the phone or in person.
- Acted as liaison for executive management and provided ongoing administrative office support and clerical services.
- Assisted with the end of the fiscal year budget process.
- Composed confidential correspondence, letters, memorandums, and other communications on behalf of clients.
- Maintained the highest level of confidentiality regarding company and employee information.