

ADMINISTRATIVE ASSISTANT

<u>CORE COMPETENCIES</u>	<u>SKILL SETS</u>	<u>TECHNOLOGY SKILLS</u>
<ul style="list-style-type: none"> • Excellent Communicator • Organized and Detail Oriented • Master of Time Management • Professional Attitude and Appearance • Possesses Good Judgment • A Team Player 	<ul style="list-style-type: none"> • Communication Skills • Organizational Ability • Written Expression • Office Coordination • Administrative Services • Problem-Solving Skills • Planning Skills 	<ul style="list-style-type: none"> • LexisNexis and Westlaw <ul style="list-style-type: none"> ◦ <i>(Case Law & Legal Research)</i> • Microsoft® Certified Word 2007 Specialist <ul style="list-style-type: none"> ◦ <i>Issued: October 2009 Number: 719460</i> • Microsoft Office Suite 2017 • PC & Computer Software Training Skills • Internet and Social Media Skills
<u>EDUCATION</u>		<u>PROFESSIONAL AFFILIATION</u>
Roosevelt University – January 2013 Post-Baccalaureate Certificate in Paralegal Studies		Board Secretary for 20 th Ward Democratic Organization October 2017 – Present
Chicago State University – December 2011 Bachelor of Arts Degree, Liberal Arts and Sciences		

ADMINISTRATIVE WORK EXPERIENCE

Michele Brock Enterprises, Chicago, IL & Baton Rouge, LA July 2010 – Present

INDEPENDENT CONTRACTOR

- Operated a call center from home for a fortune 500 company 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 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 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.

Capital Region Planning Commission, Baton Rouge, LA November 2016 – August 2017

TEMP (Part-time, Temp), ADMIN COORD (Full-time, Temp), ADMIN ASSISTANT (Part-time)

- 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.

GOHSEP, Baton Rouge, LA April 2016 – October 2016

ADMINISTRATIVE ASSISTANT (Full-time, Temp)

- 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.

J.A. Walker & Associates, P.C. March 2013 – June 2013

PARALEGAL (Part-time, Temp)

- Managed day-to-day office management operations including, but, not limited to pulling files for all court hearings for the week, documenting every telephone conference and meeting between attorney and client, for billing purposes, and organizing client files.
- Responsible for pulling documents needed to close estates: Closing Statement, Administrative Deed, Affidavit of Title, Bill of Sale, and City Transfer Tax Form, filling out the following forms for clients to sign in preparation of closing their estate: Final Report of Independent Representative, Order of Discharge or Cancel Bond, Order of Discharge-Independent Administration, and Receipt on Distribution.
- Submitted Publication Notices to local news outlets for publishing and utilized Lexis Advance® to find cases cited and statutes dealing with authority over an individual and breach of contract.

Feeding America, Chicago, IL December 2009 – June 2010

DEVELOPMENT ASSISTANT (Full-time)

- 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.