

# Lease Administration Assistant

## ROBERT SMITH

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### Objective

Claims Administration Specialist with 6 years' experience in the General Insurance industry with the Insurance Australia Group (IAG) which has controlled operations in Australia, New Zealand, Thailand, Vietnam and Indonesia, employs over 15,000 staff and underwrites \$11.4 billion of premiums per annum. Its major Australian brands include NRMA, SGIO, CGU, SGIO, SGIC, Swann Insurance and WFI. Earlier career experience was gained as proprietor of a small business and as an employee in Health and Retail settings.

### Skills

Microsoft Office Applications (10+ years), Data Entry (8 years), Customer Service (10+ years), Administrative Support (4 years), Conflict Resolution (9 years)

### Work Experience

#### Lease Administration Assistant

**M&D 911 Fire Water Restoration** - September 2014 - Present

- Carrying administrative duties such as filing, typing, copying, binding, scanning etc.
- Maintaining Electronic Client Files Organizing travel arrangements for senior managers.
- Writing letters and emails on behalf of other office staff.
- Good computer skills including Word, Excel, MS Outlook, PowerPoint.
- Processing expenses sheets and invoices/ Departmental financial clearance Monitoring stationary levels and ordering office supplies.
- Relying to email, telephone or face to face enquiries.
- Develop and update administrative systems to make them more efficient.

#### Administration Assistant

**ABC Corporation** - March 2006 - April 2012

- Coordinated complex schedules within a group of doctors with various clients and facilities
- Worked with the Department of Health to handle logistics for meetings and conferences
- Answered phone calls and set up appointments for patients with doctors
- Modernized patient data system and lab communications system
- Proficiently handled medical billing
- Managed day to day office managing duties.
- Monitored business trends and directs adjustments to revenue maximization strategies.

### Education

Associates in Early Childhood Education - July 2015(Ashford University - Clinton, IA)