

ROBERT SMITH

Administrative Assistant, Receptionist

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Administrative Assistant/Receptionist with a positive attitude, proven ability to establish rapport with clients, Reliable and self-directed. An award-winning employee of the year at present job and award-winning monthly employee at past jobs. Flexible, dependable, self-directed hard working individual.

SKILLS

Advanced Computer , Planning, Organization, Problem Solving, Project Management, Scheduling/Calendar, Training, Time Management, Relationship Building, Internet Researching, Writing/Editing/Proofreading

WORK EXPERIENCE

Administrative Assistant, Receptionist

Lowcountry Property Management - July 2016 – July 2017

- Provided positive, friendly, & professional first-contact answering multi-line phone system.
- Answered routine inquiries from tenants, owners, and agents. Directed calls to the appropriate individual.
- Assisted callers scheduling showings through Show Mojo online scheduling application.
- Performed marketing tasks edited and proofread marketing brochures, mailers, and website content.
- Posted photos and descriptions of available properties on CTAR MLS, AHRN military website, and company website.
- Used Appfolio property management software, ensured rental applications were in good order.
- Processed background/credit checks, and completed rental history verifications.

Service Representative

New York Life & NYlife Securities LLC - June 2009 – January 2015

- Provided in-house & telephone customer service to agents and registered representatives in the general office, sales offices, and the field.
- Guided new agents through new business procedures to ensure applications submitted to underwriting were in good order.
- Researched & resolved problems within internal channels on a timely basis.
- Performed daily team-based quality assurance to ensure essential documents were in compliance with the New York life agency standards and FINRA - financial industry regulatory authority.
- Coordinated and maintained day-to-day meeting & travel schedules for managing partner.
- Wrote & distributed monthly meeting minutes with required action items for management.
- Prepared and distributed monthly & YTD productivity reports for management.

SCHOLASTICS

- Bachelors in Journalism / Public Relations - (Ohio University-Main Campus - Athens, OH)Study Abroad Program, Ohio University in Spanish Language, Culture, Art History - (Instituto De Juan Vives - Madrid, Spain)