

ROBERT SMITH

Administrative Assistant/Receptionist

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A results oriented Administrative Assistant/Receptionist professional who uses her diverse experience of 31 years, talent, and passion to provide outstanding service delivery to external and internal customers. Broad knowledge of business processes including client management, accounting, financial analysis, event coordination, travel, general office administration, startup operations. Motivated by making a difference for an enterprise that wishes to make a difference in the world.

OCTOBER 1993 - MARCH 2017

ADMINISTRATIVE ASSISTANT/RECEPTIONIST - DEPARTMENT OF VETERANS AFFAIRS

- Reviewed and updated all communication payment guidelines regarding current services and prior balances, collect payments, assistance with scheduling follow-up appointments for American Express credit cards.
- Issued checks and prepared money for deposits; maintain invoices in accounting and assist with audits.
- Administrative and general office management for service chief and other providers.
- Assisted veterans/employees with frontline services regarding employment possibilities.
- Communicated via various modalities including text, phone, e-mail, and social media.
- Prepared agendas and provided transcription services including meeting minutes.
- Liaison and point of contact for multiple on and off-site service providers.

1985 - 1993

EDITORIAL ASSISTANT - ABC CORP

- Worked with Journal Editor to maintain deep understanding of the brand and customer in order to translate insights into content strategy.
- Work with Journal Editor to establish and maintain editorial calendar and content pipeline.
- Managed back-end Journal post process (collected photo assets, formatted copy, uploaded content to website)
- Assisted in managing team of freelancers (evaluate story pitches, craft creative briefs, edit/proofread the deliverables).
- Conducted story research across the Journal content areas.
- Assisted in building relationships with the brand Ambassadors and creative freelancers.

- Supported Editorial and Social teams with copywriting, pre-production, and other administrative responsibilities.

EDUCATION

High School Or Equivalent - ()

SKILLS

Data Analysis, Payroll Management, Accounts Payable, Typing, Customer Service, File Management, Computer, PeopleSoft, Outlook, Lotus Notes, Clarity, ESales, EPP, BlueStar, Quality Center, Shared Point, Webex