

ROBERT SMITH

Administrative Assistant/Receptionist I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Professional, detail-oriented receptionist with 10 years of experience managing administrative functions for executives and office personnel. Excellent prioritizing, organization, communication, and relationship building skills. Excel at multi-tasking in a fast-paced environment, completing projects within time and budget constraints. Experienced with Microsoft Word, Excel, Power Point and Outlook.

CORE COMPETENCIES

Excellent Communicator, Both Oral And Written, Multi-tasker And Ability To Prioritize Tasks Well, Computer Proficient - Microsoft Office, Team Player, Dependable And Trustworthy, Receptionist/Admin Asst

PROFESSIONAL EXPERIENCE

Administrative Assistant/Receptionist I

Omicron Granite - May 2011 – Present

Key Deliverables:

- Currently serving as the first point of contact and providing general administrative support for the branch manager, the assistant manager, outside sales representative, company customers, and branches.
- Responsible for office management and support, accounts receivable, managing electronic and paper billing processes as well as preparing quotes and proposals.
- Responsible for inputting personnel timesheets to headquarters for payroll.
- Responsible for preparing office forms and other business-related documents.
- Providing customer support within a high-volume environment.
- Researching and resolving clients problems to prevent the loss of key accounts, reinforcing the company efficient values and principles towards customers.
- Processing, adjusting and expediting orders including standing orders and lists of current customers.

Customer Service & Shipping Specialist

Suzano Pulp And Paper America, Inc - August 2008 – March 2011

Key Deliverables:

- First point of customer contact for general inquiries for pricing, products, scheduling, etc. Fast and accurate.
- Communicated and coordinated with other departments to address inquiries.
- Built and maintained excellent business relationship with clients by providing prompt and accurate service to promote.
- Customer loyalty and maintained a successful business environment leading to a mutual beneficial relationship.

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- Maintaining communication with customers throughout the order fulfillment cycle, including quoting prices and availability.
- Placed production orders and provided customers with weekly updates on stock and shipment.
- Monitored production and shipments from headquarters IL to provide customers with weekly updates.

EDUCATION

- BA in Languages - February 1987 to December 1996(Universidade Do Paraiba - Sao Jose Dos Campos)