

# Robert Smith

## Assistant Secretary II

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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### **PERSONAL STATEMENT**

A motivated administrative professional seeking a position in a challenging environment. Over 8 years of experience successfully providing administrative and secretarial support to the department. Proficient in range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A pro-active problem-solver who works hard to get the job done.

### **SKILLS**

Microsoft Word, Microsoft Excel/Spreadsheets, Drafting Correspondence, Typing 100 Wpm, Communication/Consumer Service.

### **WORK EXPERIENCE**

#### ***Assistant Secretary II***

**ABC Corporation - 2010 - 2011**

##### *Responsibilities:*

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Compute, record, and proofread data and other information, such as records or reports.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### ***Assistant Secretary***

**ABC Corporation - 2008 - 2010**

##### *Responsibilities:*

- Greeted visitors, responded to questions, provided information, documents, instructions or directed visitors to appropriate department.
- Answered multiple phone lines and responded to callers questions or directed the call to the appropriate department.
- Opened, sorted, and distributed incoming mail and processed outgoing mail.
- Maintained inventory of supplies and prepared a list of supplies to be ordered.
- Copied, distributed, and filed paperwork.
- Performed data entry into automated programs to track contracts, applications, filings, violations, or other pertinent data, depending on the assignment.
- Prepared correspondence memos, forms, and reports using word processing applications software..

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

Associates in Human Services - 2006(Halifax Community College - Weldon, NC)