

# Robert Smith

## *Clerical Secretary*

### PERSONAL STATEMENT

A long-term administrative, customer service, or coordinator position within a business, educational, financial, or social agency. The opportunity to meet new challenges while having a positive impact on the business or agency.

### WORK EXPERIENCE

#### *Clerical Secretary*

**ABC Corporation - 1999 - June 2002**

##### *Responsibilities:*

- Responsible for answering phones, inputting day cards and assignments, transcribed dictation tapes, and filed.
- Ran beginning of day reports and end of day reports.
- Put assignment files together for appraisers and adjusters.
- Input information into tip logs for vehicles and into Voice of the Customer spreadsheet.
- Set up appointments for the vehicle appraisers, faxed appraisals to body shops and insurance companies, and filled out the billing documents for these companies.
- Closed and billed files as they were completed.
- Created and trained individuals on workflow processes ensuring quality and efficient results.

#### *Clerical Secretary*

**Delta Corporation - 2009 - 2011**

##### *Responsibilities:*

- Responsible for transferring parts from multiple location databases  
Collecting data from several servers  
Editing data for service division  
Created .
- Data entry of inventory of parts, filing, answering phones, delivering interoffice mail.
- To answer client phone calls, prioritize service calls for water technicians, basic data entry/update for current and oncoming clientele.
- Operated office equipment such as fax machines, copiers and phone systems, and use computers for spreadsheet, word processing, database management .
- Greeted customers or callers and handled their inquiries.
- Directed them to the appropriate individuals according to their needs.
- Create and distribute schedules and office task to all active professors and staff.

### Education

Bachelor's in Finance- (2 yrs. College, Human Resource classes)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Appointment Scheduling,  
Data Entry, Phone Calls.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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