ROBERT SMITH

General Office Clerk I

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SUMMARY

Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

SKILLS

Active Listening, Reading Comprehension, Time Management, Critical Thinking Judgment And Decision Making Administration And Management Troubleshooting Service Orientation.

WORK EXPERIENCE

General Office Clerk I

ABC Corporation - December 2006 – August 2008

- 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.
- Process and prepare documents, such as business or government forms and expense reports.

General Office Clerk

ABC Corporation - 2001 – 2006

- Answered multiple phone lines.
- Assisted carriers with arranging pick up / delivery of the international and local household goods and baggage.
- Prepared and issued billing to carriers / customers.
- Assisted with data entry of household deliveries with 99% accuracy.
- Prepared / distributed mail, and maintained file documents.
- Utilized Access database to prepare a variety of reports without error, and assisted with the closing of the business in Radcliff area.
- Skilled in Access database and forms used; and assisted with mail detail..

SCHOLASTICS

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- Aerospace Medicine Supervisor - 1972(USAF Correspondence - Chicago, IL)

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