Administrative Support Associate

ROBERT SMITH

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Objective

To obtain employment with a company that values a hard worker and a broad skill set. Looking to build a career and obtain knowledgeable skills that would benefit the company's organization as I progress in other areas.

Skills

Microsoft office.

Work Experience

Administrative Support Associate

ABC Corporation - February 2003 – August 2004

- Resolved customer support calls involving software, hardware, operating system issues and/or general inquiries.
- Software investigations included viewing Java code, SQL query text, and hardware investigations included port servers, label printers, scales, WYSE terminal and general networking.
- Provided customer with complete documentation of support calls and resolutions according to FDA guidelines.
- Developed an Oracle database maintenance documentation which included backup and recovery and datafiles/tablespace maintenance.
- Trained co-workers with this procedure to prevent database downtime.
- Developed an ASP support web site which contained information that would aid other support personnel in resolving calls.
- ${job_description7}

Support Associate

Macy's - 2001 – 2003

- Improving sales goals by executing accurate price changes.
- Providing support for major sale events.
- Organizing and maintaining merchandise in stockrooms, and filling in the sales floor as needed.
- Processing online orders.
- Redesigning sales floor based on planograms.
- Assisting customers and fulfilling their needs.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Master in Project Management - (Keller Graduate School of Management - Chicago, IL)

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