



EMMA JOHNSON

Support Service Assistant

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PROFESSIONAL SUMMARY

Experienced Support Service Assistant with a decade of expertise in delivering high-quality customer support across various sectors. Proficient in resolving complex issues, facilitating effective communication, and enhancing client satisfaction. Eager to leverage my extensive background to optimize service delivery and foster strong relationships that contribute to organizational success.

WORK EXPERIENCE




Support Service Assistant  Mar / 2019-Ongoing
WidgetWorks Inc.  Denver, CO

- Managed supply orders and inventory to ensure optimal resource availability.
- Developed client cases by collecting and organizing relevant documentation.
- Handled incoming calls, efficiently gathering client information for data entry.
- Tracked service hours for staff and prepared detailed monthly billing reports.
- Documented meeting minutes to facilitate communication within the department.
- Organized and maintained the Department Director's Outlook calendar.
- Facilitated group discussions to create integrated intervention plans for clients.

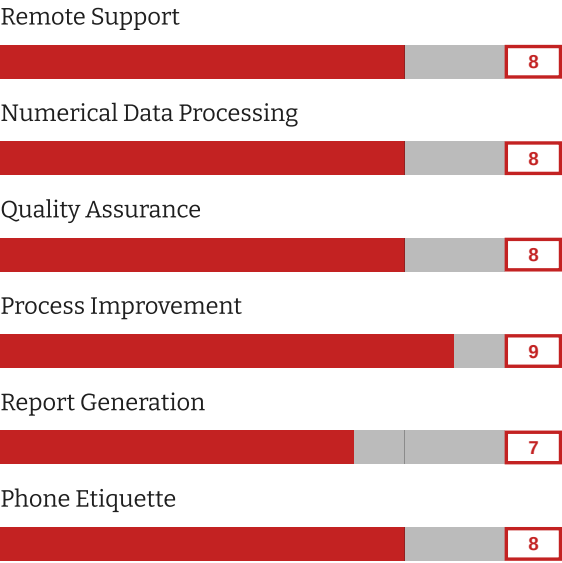
Support Service Assistant  Mar / 2015-Mar / 2019
Crescent Moon Design  Portland, OR

- Welcomed visitors and assisted in the client interview process, enhancing first impressions.
- Coordinated travel arrangements and inventory orders for staff efficiency.
- Managed internal and external operations, providing comprehensive administrative support.
- Oversaw facility maintenance and vendor relationships to ensure operational effectiveness.
- Supported teachers with clerical tasks, improving classroom workflow.
- Assisted in grading tests and preparing instructional materials for lessons.

EDUCATION

Associate of Applied Science in Business Administration  Mar / 2012  Mar / 2015
Community College of Philadelphia  Phoenix, AZ
Focused on administrative support and customer service excellence.

SKILLS



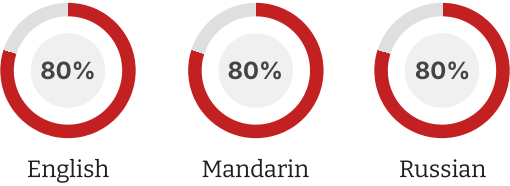
INTERESTS

-  Podcasts  Language Learning
 Dancing  Cycling



STRENGTHS

-  Intuition  Leadership  Listening
 Mentorship

LANGUAGES



ACHIEVEMENTS

-  Improved service response time by 30% through streamlined processes.
-  Successfully managed client inquiries leading to a 25% increase in satisfaction ratings.