

# Office Administrator

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: [info@website.com](mailto:info@website.com)  
Website: [www.website.com](http://www.website.com)  
LinkedIn:  
[linkedin.com/username](http://linkedin.com/username)  
Address: 1737 Marshville Road,  
Alabama.

### Objective

Over five years of experience as an Office Admin, having expertise in customer service and call center, pursuing work with insatiable energy and drive. Diligent work ethics with an emphasis on becoming an asset to the company.

### Skills

Outlook, Excel, Word, Multi-line Phone, Quickbooks, Front Office, Office Admin, And Office 365.

### Work Experience

#### Office Administrator

##### Seven Days Pediatrics - August 2014 - Present

- Reconciliation of daily EMA( Athena health) reports of previous days workflows including cancellation and rescheduled appointment templates.
- Creating and maintaining total patient lists by week and month for all office locations.
- Working on workflows within the EMR system, updating deleting care templates, provider schedules.
- Maintaining clinical inboxes including patient records, clinical documents, blood work and diagnostic imaging results, consultation and evaluation notes.
- Managing/ supervising employees and assigning priority tasks to employees.
- Maintaining and approving electronic timesheet using humanity/shift planning.
- Administering and managing company 401k plan, maintaining wage deferral election and beneficiary documentation.

#### Mortgage Servicing Representative

##### Hudson City Savings Bank - December 2013 - July 2014

- Responding to telephone and email inquiries from existing mortgage holders in reference to processing mortgage payments and requests for loan documents, as well as disbursements, payoffs and coordinating escrow analyses.
- Maintained a high volume of inbound/outbound calls without diminishing service levels or productivity.
- Created an effective follow-up system that led to a consistent, persistent approach and led to excellent sales and service results.
- Consistently achieved and exceeded monthly sales and funding goal requirements.
- Consulted with borrowers to ensure the best loan product match to meet their needs and financial circumstances based upon income, assets, credit history and collateral.
- Communicated with all loan partners to expedite timely closings while protecting risk to lender and investors.
- Generated 100+ prospects monthly to qualify for purchase and refinance transactions and to cultivate into customers for other bank products.

## Education

High School Diploma - June 2005(Edison High School - Edison, NJ )A.S. in Biotechnology -  
(Middlesex County Community College )