Jakob Vilander

**Entry-level Ofﬁce Administrator**

## Organized, detail-oriented, and responsible individual with strong computer skills and high emotional intelligence.

Looking for an entry-level ofﬁce administrator role to assist

## patients and maintain the orderly operations of the Drayer Physical Therapy Clinic.

[jake.vilander22@email.com](mailto:jake.vilander22@email.com) (123) 456-7890

## Pittsburgh, PA

[LinkedIn](https://linkedin.com/)

# Work Experience Planted

## Customer Support Representative

2020 - current | Pittsburgh, PA

Handled 80+ daily calls to retrieve customer information, and answer account questions with 91% customer satisfaction

Trained 6 employees on database management, increasing time-to-productivity by 22%

Resolved customer questions via telephone and email within 1 hour, increasing customer satisfaction by 12%

Awarded #1 Customer Service Representative and maintained a 96% customer satisfaction score

# Rosy Elementary School

## Teacher's Assistant

2019 - 2020 | Pittsburgh, PA

Monitored classes of 30+ students during arrival, recess, and meal times, ensuring the health and safety of students

Chaperoned groups of 8 students on 7 ﬁeld trips

Prepared supplemental materials for art, English, and social studies lessons, increasing student engagement by 39%

Supervised students and provided one-on-one support during homework time, increasing homework completion by 74% Maintained a clean classroom by vacuuming, tidying, sanitizing, and taking out the trash during each shift

**Skills** Prioritization; Google Suite; Customer Service; Email Management

; Computer Skills; Microsoft Ofﬁce

# Education High school diploma

## Hampton High School

2015 - 2019 | Allison Park, PA