

Jakob Vilander

Entry-level Office Administrator

Work Experience

Skills

Education

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

📞 (123) 456-7890

📍 Pittsburgh, PA

🌐 [LinkedIn](#)

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

Prioritization; Google Suite; Customer Service; Email Management ; Computer Skills; Microsoft Office

High school diploma

Hampton High School

2015 - 2019 | Allison Park, PA