ROBERT SMITH

**Office Secretary**

Phone: (0123)­456­789 **|** Email: info@qwikresume.com **|** Website: Qwikresume.com

**SUMMARY**

Administrative Assistant who answers a high volume of incoming calls while handling in person inquiries from clients and colleagues. Flexible and hardworking with the drive to succeed. Multi­ faceted, efficient & reliable administrative professional with 10+ years of experience supporting managers to improve internal operations. Proficient in all of the standard office desktop software.

**CORE COMPETENCIES**

Microsoft Office, Time Management, Office Machines, Customer Service.

**PROFESSIONAL EXPERIENCE**

# Office Secretary

**ABC Corporation ­ October 2011 – August 2013**

**Key Deliverables:**

* Managed the receptionist area, including greeting visitors and responding to telephone and in­person requests for information.
* Served as central point of contact for all outside vendors.
* Dispersed incoming mail to correct recipients throughout the office.
* Made copies, sent faxes and handled all incoming and outgoing correspondence.
* Organized files, developed spreadsheets, faxed reports and scanned documents.
* Managed the day­to­day calendar for the companys senior director.
* Managed daily office operations and maintenance of office equipment.

# Office Secretary

**ABC Corporation ­ 2008 – 2011**

**Key Deliverables:**

* Welcome customers, determine nature of business and direct them to suitable employee.
* Answer incoming telephone calls; operate multi­line telephone system.
* Handled meeting scheduling and appointment set up for the office staff.
* Receive, sort, and route mail to the correct recipients throughout the office.
* Order, receive and maintain office supplies.
* Made copies, sent faxes and handled all outgoing correspondence.
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**EDUCATION**

* Bachelors in Education ­ (Massillon Baptist College ­ Massillon, OH)

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