

ROBERT SMITH

Office Secretary

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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 in-person 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 day-to-day 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 multi-line 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)