
CLIENT RELATIONS | OFFICE OPERATIONS | BUSINESS ADMINISTRATION

Performance-driven client administrative professional with 15 successful years facilitating support services and managing fast-paced office operations. Strong organizational and communication skills with the ability to concurrently direct multiple business affairs. Advanced understanding of customer needs with diligent attention to detail, resulting in superior customer service and high levels of client satisfaction. Trusted consultant, liaison and assistant.

PROFESSIONAL EXPERIENCE

Palm Chrysler Subaru Richmond, VA
Cashier/Receptionist 02/2008-05/2009

Maintained daily direct and indirect client relations operations including acting as point of contact when customers call in, providing company information to customers and directing customer appropriately, based on their needs. Established payment for warranty repair work by coordinating all paperwork for submittal. Verified daily cash records were accurate and complete and conducted necessary postings to Accounts Payable. Assembled paperwork for dealer rental program and completed follow through of customer agreement. Performed office administrative duties as needed to enhance the cohesiveness of the office.

Law Offices of DeCarlis & Sawyer Richmond, VA
Secretary/Receptionist 03/2005-09/2006

Prepared legal papers and correspondence, including motions and subpoenas utilizing legal terminology, procedures and documents. Assisted new and established clients by scheduling appointments and providing requested information. Maintained office supply inventory through effective planning and forecasting.

Wal-Staf Gainesville, FL
Clerical/Receptionist 8/2004-3/2005

Performed temporary staffing assignments as needed.

Department of Labor Jacksonville, FL
Computer Operator 02/1995-09/2006

Responded to on-call requests for technical assistance. Monitored and resolved operating and error messages of users throughout the department.

Mandarin Physical Rehab Jacksonville, FL
Rehabilitation Technician 09/1996-09/1997

Assisted patients with appointment scheduling. Prepared patient and treatment areas and recorded patient progress for doctor review.

Florida Community College Jacksonville, FL
Lab Assistant 1994-1996

Acted as computer lab contact for student technical issues.

EDUCATION

Florida Community College at Jacksonville Jacksonville, FL
Associate of Arts 1996