

QUALIFICATION SUMMARY

Administrative Support professional experience working in a fast-paced environment demanding strong organizational, technical, and interpersonal skills. Trustworthy, ethical, and tactful; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to manage multiple tasks effectively. Skills include:

- Customer Service & Relations
- Accounts Payable/Receivable
- Telephone Reception
- Work Processing & Typing
- Filing & Data Archiving
- General Accounting
- Computer Operations
- Office Equipment Operation
- Problem Solving

EXPERIENCE HIGHLIGHTS

Administrative Support

- Performed administrative and secretarial support functions for the Vice President of a large sportswear manufacturer. Coordinated and managed multiple priorities and projects.
- Provided confidential secretarial and reception services for a busy family counselling centre. Scheduled appointments and maintained accurate, up-to-date confidential client files.
- Assisted with general accounting functions; maintained journals and handled A/P and A/R. Provided telephone support, investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part-time staff and interns.

Customer Service & Reception

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization, and to assist medical professionals in the triage process.
- Orchestrated hotel special events and reservations, managed customer relations and provided exemplary service to all customers.

Management & Supervision

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel. Oversaw all operations including restaurant, housekeeping, and maintenance. Resolved issues, mediated staff disputes, and handled customer complaints.
- Participated in staff recruitment, hiring, training, and scheduling. Supervised a front-desk staff.

EMPLOYMENT HISTORY

Accounting Assistant, Wildbrain, Vancouver, BC

Patient Services Registrar, Cincinnati, OH

Assistant Front Office Manager, Sheraton Vancouver Wall Centre, Vancouver, BC

Receptionist/Secretary, Family Services of Greater Vancouver, Vancouver, BC

Administrative Assistant, Greenland Sportswear, Grant, CA

EDUCATION & TRAINING

CDI College, Vancouver, BC

Completed Business Management Program