

Administrative Assistant III

Contact Information

Name:	Fred Astaire	Address:	123 Top Hat Lane Denver, Colorado 80222
Home Phone:	(980) 765-4321	Alternate Phone:	
Email:	FeetInAir@gmail.com	Notification Preference:	Email
Former Last Name:		Month and Day of Birth:	05/10

Personal Information

Driver's License:	Yes, Colorado
Can you, after employment, submit proof of your legal right to work in the United States?	Yes
What is your highest level of education?	Some College

Preferences

Preferred Salary:	
Are you willing to relocate?	Maybe
Types of positions you will accept:	Regular
Types of work you will accept:	Full Time , Part Time
Types of shifts you will accept:	Day , Evening , Night , Rotating , Weekends

Objective

My objective is to utilize my excellent customer service and administrative skills to maintain a stable career while having a positive impact on my customers, superiors and co-workers.

Education

College <i>Red Rocks Community College</i> 8/2011 - Present Lakewood, Colorado	Did you graduate: No College Major/Minor: Units Completed: 20 Semester Degree Received: No Degree
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Work Experience

Administrative Assistant II 1/2012 - current	Hours worked per week: 40 Monthly Salary: \$2,555.00 # of Employees Supervised: 0
Tap Dance University-Graduate School 108 Student Services Denver, Colorado 80222	Name of Supervisor: Sherry Martin - Office Manager May we contact this employer? No

Duties

I manage the Program of Study process in order to troubleshoot problems, advise, train and answer questions. This includes forms such as the Petition for Committee Member change form and the Preliminary Examination form. This position also coordinates the eTD form in regards to auditing the Graduate Degree Plan and assigning forms to those who revise eTD's. I also train University graduate coordinators and Graduate School staff on Program of Study policies and procedures. I am responsible for monitoring the work of those processing Program of Study. I act as a resource to the University on all Program of Study issues. These issues include policy changes, website information, electronic form. I advise students regarding the Program of Study and assist in reviewing coursework, etc. Also, I evaluate transcripts for transfer credit eligibility.

I am the coordinator for the incoming Thesis/Dissertation Submission Forms. I check the ETD website for when students upload their file and assign Thesis/Dissertation forms to the eTD review team to

process, review and approve submissions.

I receive, review and revise Thesis and Dissertations for graduate students to ensure formatting meets minimum requirements. I also provide customer service to students, faculty and staff throughout the University. I interpret Graduate School policy and explain it to others. Finally I collaborate with the IT Manager on developing an electronic version of the Program of Study form. The implementation of the new form is managed by this position.

In addition to the duties listed above, I assist with commencement ceremonies including preparation and assistance on the day of directing students, answering questions for visitors, faculty, and staff.

Reason for Leaving

I am looking to move into a position that will utilize my full potential in a leadership role.

Receptionist

6/2011 - 1/2012

Lucky Partners Company
4014 Colorado Ave.
Lakewood, Colorado 80123

Hours worked per week: 20

Monthly Salary: \$1000.00

of Employees Supervised: 0

Name of Supervisor: Jean Newton - Office
Manager

May we contact this employer? Yes

Duties

I served as first point of contact for all customers walking in as well as calling. I processed invoices, handled cash, answered general questions, and completed closing duties such as totaling out the cash drawer for the day, providing accounting support in totaling up non-cash purchase receipts, made bank deposits and was responsible for ensuring the building was locked for the day and filing away the repair orders.

Reason for Leaving

To pursue a full time position with Tap Dance University

Member Service Representative

3/2010 - 5/2011

Stage Door Healthcare
8211 Forest Pkwy
Denver, Colorado 80222

Hours worked per week: 40

Monthly Salary: \$2,450.00

of Employees Supervised: 0

Name of Supervisor: Jean Maitland - Lead

May we contact this employer? Yes

Duties

I answered phones in a high volume call center, provided customer support, processed phone and faxed orders daily, met daily and weekly goals for processing times, and troubleshooting with upset/irate customers to diffuse the situation.

Reason for Leaving

Relocated to Lakewood, CO

Member Service Representative

3/2008 - 5/2009

Heart Change Forums
49 Sheridan Blvd
Denver, Colorado 80222

Hours worked per week: 40

Monthly Salary: \$2,200.00

of Employees Supervised: 0

Name of Supervisor: Madge Rountree -
Supervisor

May we contact this employer? No

Duties

Answering phones and processing reports for insurance companies. This included scanning, data entry, filing, mailing, faxing, and ensuring privacy of the insurance claims.

I also served as Chairperson of the HCF committee which was a committee that organized charitable events for the company. I was required to coordinate the fundraising events such as donations to local charities, a bake sale event, food/toy drives, etc. Secondly I served on another committee that

organized company led events such as the annual employee/family picnic. I was required to obtain quotes, make reservations, order catering, and organize games that would be played.

Reason for Leaving

Service Center closed and relocated to corporate location in Manhattan, CA.

Customer Service Lead

3/2007 - 3/2008

ISY, Inc
1980 Dahlia Ave.
Denver, Colorado 80222

Hours worked per week: 30
Monthly Salary: \$1,800.00
of Employees Supervised: 2
Name of Supervisor: Mary Marshall - Customer Service Manager
May we contact this employer? Yes

Duties

I served as the customer service lead in a small office of four people. I served as the secondary level of contact to handle calls escalated due to order issues, shipping/receiving issues, upset customers, unknown part numbers, etc. I also worked with the Government Sales office ensuring that orders being placed were only for domestic purposes and not international (since our company sold military spares parts). I was required to handle security sensitive documents and ensure proper filing and documentation procedures were followed.

Reason for Leaving

Relocated to Denver Colorado

Certificates and Licenses

Type:

Number:

Issued by:

Date Issued: Date Expires:

Skills

Office Skills

Typing: 65

Data Entry: 0

Other Skills

Microsoft Office Expert - 9 years and 0 months

Customer Service Expert - 9 years and 0 months

Supplemental Questions

1. Q: Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.

A: I am experienced at an advanced level in all Microsoft Office programs. I have completed tasks from scheduling appointments to creating department forms and spreadsheets that were used across the university. I also created the orientation presentation that was presented to incoming graduate students each semester using software which I self taught.

2. Q: Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.

A: I drafted memos, emails, acceptance letters, and appeal denials for the Graduate School. This correspondence was sent out to various departments, Deans, and Graduate students

3. Q: Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.

A: I created my own spreadsheets that monitored work volume, tracked forms, compiled reports and used these spreadsheets to train employees and to notify departments of students with missing graduation forms.

4. Q: Please describe your work experience in providing excellent customer service to both internal and external customers.

A: I specialize in customer service and have for over 6 years. I am a strong believer that customer service is the most important reflection of a company and their values. Internally I have completed above and beyond research for department heads and professors and have received positive feedback by my superiors about my ability to adapt to different personalities. I have provided excellent external customer service in the same manner, always remembering that I am here to provide a service.