

# **Jennifer McNeil**

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**Career Objective:** To secure an administrative support position in which I can use my communication, organization, problem solving, and related administrative skills to help a business succeed.

## **Key Skills, Attributes, And Experience**

- Exceptional communication and interpersonal skills
- Confident and decisive in stressful conditions
- Creative and flexible problem-solver
- Able to take initiative
- Sixteen years of customer service and administrative support experience

## **Relevant Experience**

### *General Office Support*

- Experienced in diverse office environments.
- Answered busy telephones, directed and routed calls, scheduled appointments, and made travel arrangements.
- Organized and maintained accurate, current, comprehensive, confidential files; filing systems resulted in fewer lost files.
- Reorganized office areas, improving employee effectiveness and client access.
- Opened and routed mail to appropriate departments.

### *Customer Relations*

- Built a reputation as the “answer lady” by developing expertise in the product, responding promptly to clients' questions and requests, and resolving problems correctly the first time.
- Responded to more than 85 telephone calls per day from customers with diverse needs and personalities, skillfully resolving complex issues with professionalism and diplomacy.
- Selected by supervisor to assist in troubleshooting difficult accounts.

### *Project Coordination*

- Coordinated all phases of new product development and releases; efforts resulted in streamlined process and a 15% cost reduction.
- Designed and implemented a multi-phase quality control process.
- Served as liaison between internal departments and outside vendors, ensuring that quality and deadline goals were met.
- Planned, organized, and implemented procedures for newly created department.
- Implemented and coordinated change in health care provider; results included improved benefits and reduced costs.
- Organized and supervised large-scale project mailings.

### *Finance*

- Managed credit card disputes, charge backs, and all other customer billing issues.
- Developed system for quickly identifying overdue accounts, initially resulting in recovering \$10,000 in uncollected revenue.
- Oversaw all facets of financial record keeping including payroll, banking, AR/AP and general ledger.

### *Supervision & Training*

- Nearly five years experience as a customer relations supervisor.
- Supervisory duties included training and scheduling new representatives, creating new accounts, and handling employee complaints and general office problems.
- Improved staff performance by upgrading job descriptions.
- Trained employees in developing and maintaining good customer relations, and in effectively negotiating and resolving customer problems.

### *Management*

- Managed five representatives and their supervisor.
- Management duties included recruiting and hiring new employees, conducting monthly and annual performance and salary reviews, coaching/counseling employees regarding personnel policies and performance problems, and handling disciplinary and termination proceedings.
- Identified services to meet the needs of potential new clients and made presentations to negotiate company approval and support.

### **Work History**

2004-2005	<i>Front Desk/Billing</i>	ABC Chiropractic, Columbus, OH
2001-2003	<i>Retention Advisor</i>	Columbus Bank, Columbus, OH
1998-2001	<i>C. S. &amp; B. S. Manager</i>	Nolan Enterprises, San Diego, CA
1996-1998	<i>Client Service Associate</i>	Design, Inc., Los Angeles, CA
1994-1996	<i>Efficiency Consultant</i>	XYZ Corp., San Francisco, CA
1993-1994	<i>Office Manager</i>	Graphics, Inc., San Francisco, CA
1990-1993	<i>Trainer Coordinator</i>	Abacus Corp., San Francisco, CA
1988-1990	<i>Administrations Specialist</i>	Tech. Co., San Francisco, CA
1985-1988	<i>Banquet Bartender</i>	Plaza Venue, Columbus, OH

### **Education & Training**

- Pursuing certificate in physician's medical bill coding and degree in Human Resources at Columbus State Community College
- Studied Fine Arts and Interior Design, State College, Columbus, OH
- Proficient in Windows and McIntosh platforms and applications, Portal Infranet, and Pergerine call tracking system