

Adele Administrative

100 North 20th Street | Green Bay, WI 54301 | (920) 867-5309 | adele.administrative@gmail.com

SUMMARY OF QUALIFICATIONS

- 6+ years of customer-focused front desk experiences
- Proficient in Microsoft Office Suite and PeopleSoft
- Strong interpersonal skills and experience working with diverse populations
- Self-motivated and able to implement decisions and set effective priorities to achieve long term goals
- Ability to multitask and handle several projects simultaneously
- Administrative support functions including proofreading documents and handling communications
- Bilingual skills: Fluent conversational Spanish and proficiency in reading and writing

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree, Administrative Professional

May 2018

Cumulative GPA: 3.89

RELEVANT EXPERIENCE

Career Services Assistant/Intern

March 2013 – Present

Northeast Wisconsin Technical College, Green Bay, WI

- Confer with guests by telephone and in person to provide information and customer service
- Create accounts, track participation, and update guest information using various software
- Manage and monitor team calendars and schedule appointments
- Assist guests in understanding and preparing for job application processes including: resume preparation, proper dress, job search, and mock interviews
- Administer career assessments and assist guests with questions, assign to career advisors to assist with the education and career decision making process
- Develop procedures and update documents to enhance office operation

Office Assistant

2011 – 2016

Company 123, Green Bay, WI

- Compiled a variety of reports including receipts and sales reports
- Scheduled meetings and appointments for seven staff members using Microsoft Outlook
- Provided quality front desk support and customer service
- Created and updated new customer files and orientation packets
- Organized and maintained hard copy filing system
- Used HP 3000 customer management system to look up confidential status and codes
- Prepared quarterly status reports on employee codes, statistics, and previous employment

Customer Service Representative

2008 – 2011

Company ABC, Green Bay, WI

- Provided front office support and customer service - including managing multiple phone lines
- Created Microsoft Access database and prepared organizational charts using Microsoft Excel

OTHER EXPERIENCE

Sales Associate

2006 – 2008

Kohl's Department Store, Green Bay, WI

Sales Associate

2005 – 2006

Festival Foods, Green Bay, WI