

# LAUREN SAMPLE

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## HUMAN RESOURCES ADMINISTRATOR

- ♦ Client Relations Management
- ♦ Cost Containment & Control
- ♦ Accounts Payable/Receivable
- ♦ Training and Coaching
- ♦ Detail-Oriented
- ♦ Creative Problem-Solver
- ♦ QuickBooks Payroll Processing
- ♦ Quality-Driven Communication
- ♦ Proposals, Quotes, & Invoicing

## PROFESSIONAL EXPERIENCE – OVERVIEW

Dynamic and performance-driven administrative professional with strong organizational, customer service, and communication skills. Multi-disciplinary industry expertise with emphasis in records management, payroll processing, accounts payable and receivable.

- ♦ Distinguished performance maintaining timely and accurate financial reporting; including accounts payable and receivable.
- ♦ Completed accurate calculation and processing of payroll, managed billing, invoices, proposals and files for large corporate accounts.
- ♦ High-impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members, and top-tier executives.
- ♦ Compiled and itemized proposals utilizing QuickBooks software to create streamlined documentation for potential client accounts.
- ♦ Operated high-volume switchboard and maintained daily direct and indirect client relations operations including acting as point of contact when customers call in, providing company information and forwarding appropriately based on needs.
- ♦ Facilitated customer satisfaction through immediate resolution of conflicts for strengthened client retention and loyalty.
- ♦ Provided high-level administrative support and managed organizational policies and procedures.
- ♦ Drove customer loyalty initiatives and productivity gains through effective and efficient customer relationship management.

## WORK EXPERIENCE

|                       |                                      |              |
|-----------------------|--------------------------------------|--------------|
| Office Manager        | MSC Mechanical, Callahan, FL         | Present      |
| Trainer               | Curves, Callahan, FL                 | 8/05 to 1/06 |
| Teller                | Compass Bank, Fernandina Beach, FL   | 5/05 to 8/05 |
| Teacher               | Jumping Jax Daycare, Hilliard, FL    | 1/05 to 3/05 |
| Customer Service Rep. | Hollywood Satellite TV, Callahan, FL | 6/04 to 1/05 |
| Waitress              | Ruby Tuesdays, Jacksonville, FL      | 5/04 to 6/04 |

## COMPUTER PROFICIENCIES

Microsoft Excel, PowerPoint, Word, Outlook, Blackboard and QuickBooks

## PROFESSIONAL DEVELOPMENT

Associate of Arts, Florida Community College at Jacksonville  
Bachelor of Science in Psychology, Liberty University – In progress