**Joe Jobseeker**

1234 Any Street joejobs@email.com

Milwaukee, WI 53202 414-123-4567

**Summary of Qualifications**

Accurate detail-oriented administrative professional focused on adding value through measurable results. Special areas of expertise include executive support, billing, supply inventory management, front office management, and customer service.

**Professional Experience**

**Customer Service**

* Provided top-notch customer support to clients, earning “valued partner” designation three years in a row
* Oversaw front-office operations and provided key support to internal and external customers, often with tight deadlines

**Administrative Support**

* Provided critical support to top executives for $10M paper supply company, including schedule management, call screening, and time-sensitive administrative tasks
* Highly accurate in processing of information, having achieved 100% accuracy in warranty claim processing
* Improved schedule accuracy by 10% by implementing appointment confirmation system

**Process Improvements**

* Streamlined invoice approval process through participation in cross-functional project that launched web-based invoice approval
* Participated in company’s LEAN initiative with several implemented changes to reduce labor or material costs.

**Employment History**

Great Lakes Company Milwaukee, WI

*Administrative Assistant II* 5/2013 – Present

Full-time Parent and Homemaker Milwaukee, WI

*Parent and Homemaker* 9/2012 – 5/2013

Acme Motorcycles, Inc. Brookfield, WI

*Warranty Clerk*  5/2008 – 9/2012

**Education**

University of Minnesota at Duluth Duluth, MN

90 credits completed toward Bachelor of Arts in Marketing (120 credits required)

GPA: 3.1

**Computer Skills**

* Expert level proficiency in ABC billing software and MS Excel
* Type 75 words per minute with 100% accuracy