



LISA THOMSON

Office Assistant 📍 LOS ANGELES, CA 90291, UNITED STATES

○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA
90291, United States
email@email.com

PLACE OF BIRTH

San Antonio

NATIONALITY

American

DRIVING LICENSE

Full

○ LINKS ○

[Twitter](#)

[Facebook](#)

○ SKILLS ○

CRM Software

Typing

Document Management Tools

Accounting Software

Enterprise Resource Planning

Email Platforms

PABX Systems

Skype

SAP

Workforce

Asana

👤 PROFILE

Professional, detail-oriented Office Assistant with 12 years' experience in scheduling, data entry, and customer service. Coordinate and manage a Law Office of 25 individuals. an accomplished speed reader with a typing speed of 120/wpm.

📁 EMPLOYMENT HISTORY

Senior Office Assistant at ADH Medical Center, Phoenix, Arizona

February 2016 – April 2019

Extensive experience in Windows/Apple OS experience, Office/Outlook and able to type 88 wpm. Handle a PABX system with 120 extensions.

- Provide administrative support to Hospital Director, Chief of Staff and other departmental managers
- Worked with an ER system titled Waiting Room to input new and current patients into the office scheduling database.
- Maintain hospital kitchen inventory by checking stock to determine supply levels, expedite orders and allocate stock
- Answering calls, forwarding messages and confirming appointments as necessary
- Update patient information and capture new patients onto the CRM system
- Compose, prepare, edit, and distribute correspondence and other department documents to the relevant contacts
- Maintain a calendar for conference rooms and coordinate relevant set up and clean up activities

Office Assistant at Becker & Associates Law Practice, Tempe, AR

August 2014 – January 2019

Proofread and type up to 20 insurance contracts per day with an average typing speed of 80 words per minute. Answered incoming calls (avg. 40/day).

- Prepare basic motions and other legal disposition documentation for attorneys' review and approval
- Conduct fact-checking and proofreading activities for pleadings and briefs
- Prepare draft client bills, maintain docket calendar and schedule appointments
- Organize litigation files
- Order office supplies such as stationery and groceries
- Manage petty cash, accounts payable and monthly bank statement reconciliations

Junior Office Assistant at Leibermann Construction Company, Chandler, AR

October 2010 – July 2014

Assisted and arranged meetings between EVPs and their 200+ departmental employees and handled all payroll activities for 60+ employees.

- Handle 20-35 customer calls per shift regarding bill amounts, flat rates, and new customers queries
- Enter daily work hours for the payroll of 40 workers using Excel Spreadsheets
- Create invoices, receive payments (cash, checks, and credit), and record deposits

Filing Systems

○ LANGUAGES ○

English

Arabic

- Use PayPal to process customer credit cards for payments.
- Order office supplies and organizes staff events
- Take minutes during meetings and distributing memo's
- Schedule site visits for construction managers
- Handle customer inquiries, complains, billing questions and payments
- Utilized MS Excel, Word, PowerPoint and electronic e-mail applications

○ Administrator at PAX Distribution, Tuscon, AR

January 2010 – September 2010

Coordinated diaries and travel arrangements for a department of 30 employees.

- Answer high volumes of inbound phone calls from suppliers, couriers and client depots
- Screen calls, direct calls and take messages
- Open incoming mail and distribute to recipients
- Stamp, code, and capture invoices into Excel spreadsheets
- Coordinate and schedule all corporate business travel and accompanying itineraries
- Maintain and update the vacation roster for all employees

🎓 EDUCATION

○ Purdue University Global, Springfield, Minnesota

April 2016 – April 2018

Degree: Diploma in Office Administration

📖 COURSES

○ Medical Office Assistant Certificate,, Lincoln Technical College, IN

April 2013

○ Certified Administrative Professional (CAP), International Association for Administrative Professionals (IAAP), MO

September 2010 – April 2011

○ Office Procedures Course, Technical College for Secretaries, MI

June 2009