

# Lisa Thomson



## Office Assistant

<b>Address</b>	1515 Pacific Ave, Los Angeles, CA 90291, United States	<b>Email</b>	email@email.com
<b>Place of birth</b>	San Antonio	<b>Nationality</b>	American
<b>Driving license</b>	Full	<b>Links</b>	<a href="#">Twitter</a> , <a href="#">Facebook</a>

## 01 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.*

## 02 EMPLOYMENT HISTORY

02/2016 – 04/2019

### Senior Office Assistant at ADH Medical Center

Phoenix, Arizona

*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

08/2014 – 01/2019

### Office Assistant at Becker & Associates Law Practice

Tempe, AR

*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

10/2010 – 07/2014

## Junior Office Assistant at Leibermann Construction Company

Chandler,  
AR

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
- 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

01/2010 – 09/2010

## Administrator at PAX Distribution

Tuscon, AR

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

## 03 EDUCATION

04/2016 – 04/2018

### Purdue University Global

Springfield, Minnesota

Diploma in Office Administration

## 04 SKILLS

CRM Software	● ● ● ● ●	Typing	● ● ● ● ●
Document Management Tools	● ● ● ● ●	Accounting Software	● ● ● ● ●
Enterprise Resource Planning	● ● ● ● ●	Email Platforms	● ● ● ● ●
PABX Systems	● ● ● ● ●	Skype	● ● ● ● ●
SAP	● ● ● ● ●	Workforce	● ● ● ● ●
Asana	● ● ● ● ●	Filing Systems	● ● ● ● ●

## 05 LANGUAGES

English	● ● ● ● ●	Arabic	● ● ● ● ●
---------	-----------	--------	-----------

## **06 COURSES**

---

04/2013

**Medical Office Assistant Certificate, at Lincoln Technical College,  
IN**

09/2010 – 04/2011

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

06/2009

**Office Procedures Course at Technical College for Secretaries, MI**