

# LISA THOMSON

Office Assistant

## INFO

### ADDRESS

1515 Pacific Ave, Los Angeles,  
CA 90291, United States

### EMAIL

email@email.com

## LINKS

[Twitter](#)

[Facebook](#)

## SKILLS

CRM Software

Typing

Document Management Tools

Accounting Software

Enterprise Resource Planning

Email Platforms

PABX Systems

Skype

## 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, ADH Medical Center

Phoenix,  
Arizona

Feb 2016 - Apr 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, Becker & Associates Law Practice

Tempe, AR

Aug 2014 - Jan 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).*

SAP

Workforce

Asana

Filing Systems

## LANGUAGES

English

Arabic

- 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, Leibermann Construction Company

Chandler, AR

Oct 2010 - Jul 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
- 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, PAX Distribution

Tuscon, AR

Jan 2010 - Sep 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

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## EDUCATION

**Purdue University Global, Diploma in Office  
Administration**

Springfield,  
Minnesota

Apr 2016 – Apr 2018

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## **COURSES**

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

Apr 2013

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

Sep 2010 – Apr 2011

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

Jun 2009