

## Lisa Thomson, Office Assistant

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

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Place of birth	San Antonio	Driving license	Full
Nationality	American		

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**LINKS**                      [Twitter](#), [Facebook](#)

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**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.*

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### EMPLOYMENT HISTORY

Feb 2016 – Apr 2019                      **Senior Office Assistant, 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

Aug 2014 – Jan 2019                      **Office Assistant, 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

Oct 2010 – Jul 2014                      **Junior Office Assistant, 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

Jan 2010 – Sep 2010                      **Administrator, 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

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**EDUCATION**

Apr 2016 – Apr 2018      **Purdue University Global, Diploma in Office Administration**      Springfield, Minnesota

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**SKILLS**

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

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**COURSES**

Apr 2013      **Medical Office Assistant Certificate,, Lincoln Technical College, IN**

Sep 2010 – Apr 2011      **Certified Administrative Professional (CAP), International Association for Administrative Professionals (IAAP), MO**

Jun 2009      **Office Procedures Course, Technical College for Secretaries, MI**

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**LANGUAGES**

English      Native speaker      Arabic      Very good command