

LISA THOMSON

Office Assistant

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](#)

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.

EXPERIENCE

❖ **Senior Office Assistant, ADH Medical Center** 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. Phoenix, Arizona

- 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** 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). Tempe, AR

- 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** Oct 2010 – Jul 2014

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

- 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** Jan 2010 – Sep 2010
 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

EDUCATION

❖ **Purdue University Global** Apr 2016 – Apr 2018
 Springfield, Minnesota

Diploma in Office Administration

SKILLS

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

COURSES

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

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

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

LANGUAGES

English *Native speaker* Arabic *Very good command*