



# Lisa Thomson

Office Assistant

Los Angeles, United States email@email.com

## Details

1515 Pacific Ave

Los Angeles, CA 90291, United States

Date / 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



Filing Systems

## 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

Feb 2016 – Apr 2019

Phoenix, Arizona

### Senior Office Assistant at ADH Medical Center

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

Tempe, AR

### Office Assistant at Becker & Associates Law Practice

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



## Languages

English



Arabic



Oct 2010 – Jul 2014

Chandler, AR

### Junior Office Assistant at Leibermann Construction Company

*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

Tuscon, AR

### Administrator at PAX Distribution

*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

Apr 2016 – Apr 2018

Springfield, Minnesota

### Purdue University Global

Diploma in Office Administration

## Courses

Apr 2013

Medical Office Assistant Certificate, at  
Lincoln Technical College, IN

Sep 2010 – Apr 2011

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

Jun 2009

Office Procedures Course at Technical  
College for Secretaries, MI