



Lisa Thomson

Office Assistant

ADDRESS	1515 Pacific Ave, Los Angeles, CA 90291, United States	EMAIL	email@email.com
PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	Twitter , Facebook

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

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

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

03 EDUCATION

Apr 2016 – Apr 2018
Springfield, Minnesota

Purdue University Global

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 ●●●●●●

English ●●●●●●

Arabic ●●●●●●

05 LANGUAGES

06 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