



Lisa Thomson

Office Assistant

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 at ADH Medical Center, Phoenix, Arizona

February 2016 – April 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 at Becker & Associates Law Practice, Tempe, AR

August 2014 – January 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).

- 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 at Leibermann Construction Company, Chandler, AR

October 2010 – July 2014

Details

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](#)

Skills

CRM Software

Typing

Document Management Tools

Accounting Software

Enterprise Resource Planning

Email Platforms

PABX Systems

Skype

SAP

Workforce

Asana

Filing Systems

Languages

English

Arabic

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 at PAX Distribution, Tuscon, AR

January 2010 – September 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

Education

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

April 2016 – April 2018

Courses

Medical Office Assistant Certificate,, Lincoln Technical College, IN

April 2013

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

September 2010 – April 2011

Office Procedures Course, Technical College for Secretaries, MI

June 2009