

# JANE DOE

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123 Anywhere Road | Rochester, NY 14612  
(585) 123-4567 | janedoe@gmail.com

## ADMINISTRATIVE ASSISTANT Customer Service | Reporting | Client Intake

Senior level Administrative Assistant with expertise in all facets of client intake, customer service, community resources and transcription in non-profit organizations and for profit companies. Technical proficiency in MS Office, Industrial Data Exchange, FileMaker Pro Software and Lotus Notes.

- Program Management
- Correspondence Proficiency
- Screening
- Scheduling
- Event Planning
- Office Management
- Resource Management
- Transcription
- Meeting Logistics
- Travel Arrangement
- Interviewing
- Inventory

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## PROFESSIONAL EXPERIENCE

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**CP Rochester Rochester, NY** February 2016-Present  
*Habilitator* Rochester, NY

- Teach and model community involvement and engagement, housekeeping and personal finance skills for clients
- Provide support to clients with disabilities by encouraging self-sufficiency
- Transport and accompany clients to events and programs creating a positive relationship

**Catholic Family Center** 2013-Present  
*Administrative Assistant* Rochester, NY

- Prepare error free monthly report to submit to funders.
- Coordinate attendance, food and supplies for departmental staff meetings.
- Organize department meetings and welcome /greet clients/staff.
- Interview and assess client needs through telephone intake.
- Provide administrative support by answering phones, scheduling appointments and typing correspondence and memos.
- Transcribe and distribute department and committee minutes.
- Monitor department supplies and orders as necessary, fill supply request for all department personnel
- Schedule maintenance and upkeep of department office equipment
- Screen calls for service eligibility; direct call to appropriate resource
- Maintain Home Works Program database and filing system

**Lincare** 2011-2012  
Customer Service Representative Rochester, NY

- Coordinated new patient delivery schedule & travel arrangements for 30+ patients
- Processed patient information by entering information into database weekly
- Verified insurance coverage for over three dozen clients per month

**DePaul Community Services** 2009-2011  
Billing/Data Entry Clerk/Community Living Assistant (CLA) Rochester, NY

- Managed daily census checks and assisted residents with carrying out service plan goals
- Prepared monthly itemized billing reports and identified and clarified billable services
- Recorded data entry billable services and daily roster into various computer systems

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## EDUCATION & CREDENTIALS

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SUNY Empire State College

Associates Degree