

JANE DOE

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

PROFESSIONAL EXPERIENCE

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

EDUCATION & CREDENTIALS

SUNY Empire State College

Associates Degree