

OBJECTIVE:

Seeking administrative support/customer service position in an organization where effective communication skills, up-to-date technical/design expertise, and enthusiastic relational abilities are needed.

QUALIFICATIONS SUMMARY:

Highly competent, versatile secretary/customer service representative with strong communicative (written and oral), analytical and organizational abilities. Software and Internet savvy with a drive to learn new technologies. Proficient in a wide range of communication mediums including Microsoft Office - Word, Excel, PowerPoint, Access, Acrobat Pro, and Outlook as well as numerous design programs such as Adobe InDesign, Photoshop, Fireworks, Dreamweaver, Bridge, and others. Possess exemplary multi-tasking capacities and a knack for creating effective workflows. Highly motivated, able to work independently or collaboratively, depending on circumstances - flexible.

ADDITIONAL QUALIFICATIONS:

- Touch-type 75+ wpm with 100% accuracy
- Able to utilize Mac and Windows computers interchangeably
- Accounting/Bookkeeping
- Well-versed in keyboard shortcuts for a faster, more efficient workflow
- Gift for solving complex problems in a fast-paced environment
- Possess a pleasant, outgoing personality and excellent telephone etiquette
- Mastery of English language, grammar, punctuation, spelling, word usage
- Tenacious researcher

RECENT EXPERIENCE:

Walgreens, Pharmacy Technician

July 2012 – June 2013

Served as liaison between patients and other pharmacy staff. Provided prompt, consistent, friendly service to hundreds of patients at counter and drive-thru window daily. Organized prescriptions for easy retrieval. Informed patients of prescription status by phone and in person. Checked-in daily stock orders.

Hastings Tribune, Ad Services Representative

March 2011 – July 2012

Established initial communication with every customer that came into contact with the Tribune. Directed all incoming calls to appropriate department. Handled obituary placements, classified ads, and HT Media orders. Typed, proofread and accurately placed ads into layout daily, on very short deadlines.

My Own Front Porch Web Design, LLC, Owner/Operator

2006-2008

Built content management systems for small, local businesses. Created graphics and some content for each site. Provided instruction to clients regarding independent content creation and placement. Designed and implemented contracts and payment procedures.

RELEVANT EXPERIENCE:**Crossroads Center Rescue Mission**

- Designed and moderated Facebook and Twitter pages for the Mission. Photographed donated items and set up eBay auctions online that produced \$1,000's in revenue annually. Developed and maintained Crossroads' secure website, employing fresh, original content consistently.
- Created inspirational videos, table cards, invitations, and online registration forms (using Adobe and Microsoft software) for annual fundraising banquets that accrued \$50,000+ in one night.
- Created and implemented various forms of marketing materials, including television commercials, promotional videos, billboards, fundraising brochures, coin box cards, flyers, and event programs.

Lakeside Community Church of the Nazarene

- Served as Print/Media specialist on Journey of Faith Capital Campaign. Produced informational and inspirational videos (conducted and recorded interviews with congregational members), using Adobe Premiere Pro 2.0, to support fundraising efforts for a \$1.5 million building project.
- Produced movie-length DVD's of dramas performed by the Lakeside Community Church drama troupe.
- Built and utilized a database of 200+ women from several different states to coordinate a large-scale annual women's retreat (for four consecutive years) using Microsoft Access, PowerPoint, Excel and Word. Facilitated registrations (involving cash payments and deposits), hotel room accommodations, meal planning, guest speakers, entertainment, and activities.
- Created database using Microsoft Access and Excel, for Kids' Caravan (Christian scouting) groups that met weekly. Served as a "Caravan Guide" for two years, teaching 20-30 third and fourth graders weekly.

EDUCATION:

September 2012 – January 2013	Central Community College, Hastings, NE Health Information Management
July 1998 – December 1998	Professional Career Development Institute Accounting/Bookkeeping - Diploma
September 1998 – December 1998	H & R Block Income Tax Prep. Certificate of Completion