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# JANE A. JOBHUNTER

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## O F F I C E   A S S I S T A N T

### SUMMARY OF QUALIFICATIONS

Professional and highly organized office assistant dedicated to creating and maintaining an environment that supports superior customer service, promotes efficient workflow, and contributes to the success of the organization as a whole. Experienced in all areas of front-line office support including reception, switchboard, filing, and mail/courier distribution. Known for maintaining a calm demeanor, positive attitude and creating a sense of order in hectic situations and during periods of high demand.

### SKILLS

- Customer Service
- Filing
- Multi-line Switchboard
- Report Preparation
- Confidential Reports, Data & Correspondence
- Reception
- MS Word
- Courier Services
- Supply Inventory & Ordering
- Cash Handling, Refund Issue and Bank Deposits
- Records Management
- E-mail / Internet
- Mail Procedures & Distribution
- Employee Scheduling
- Office Equipment Operation and Maintenance

### EXPERIENCE HIGHLIGHTS

- Promoted a positive and professional company image by courteously answering and accurately directing incoming calls on Meridian and Avaya switchboards with up to 5 lines and 60 extensions.
- Accurately classified, sorted and distributed incoming and outgoing mail and courier items for all employees in six departments of a leading national realty management firm.
- Designed and implemented an electronic records management system that organized outdated records and aided in ongoing management throughout their lifecycle. The system identified destruction dates and included orderly storage of physical records for fast retrieval when required.
- Contributed to organizational workflow efficiency by managing inventory of and ordering office supplies to ensure that all employees had the appropriate tools on hand when required.
- History of maintaining excellent customer relations and projecting a professional company image in high volume, stressful environments. Maintained high customer satisfaction and team morale in the high-stress environment of the highest volume drive thru in Mississauga.
- Achieved 85% state of efficiency objectives while managing a team of 18 employees. Accurately handled high cash volumes, processed deposits, prepared weekly reports, scheduled employees and arranged for replacement of employees when unscheduled absences arose.
- Ensured security of merchandise and personal protection of staff by implementing safety measures and following proper opening/closing procedures.
- Worked closely with management to ensure that staff members completed assigned tasks and general appearance and organization of store met with or exceeded company standards.
- Communicated customer feedback to provide management with information for decision making.

## EMPLOYMENT HISTORY

**Manager in Training (MIT)**

20xx to Present

Sweetie Pie's Children's Clothing, Somewhere, ON -

**Hostess / Weekend Supervisor**

20xx to 20xx

Donut Heaven, Somewhere, Ontario -

**Office Assistant**

20xx to 20xx

Greenmeadow Realty Management, Anytown, ON -

**Various Supervisory Positions**

19xx to 20xx

Donut Heaven, Anytown, ON -

Held the positions of Hostess and Team Leader at the 123 Sesame Street, Anytown location and Store Manager at the 321 Emases Street, Anytown location.

## EDUCATION

**HS**

19xx

Anytown Secondary School, Anytown, ON -

## ADDITIONAL TRAINING

- Customer Service Seminar
- Food Serve Safe Course
- WHMIS

## VALUE OFFERINGS

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Cost Savings - Able to learn new policies and proedures quickly and easily resulting in minimal training and immediate results.

Client Retention - Committed to providing exceptional customer service and attention to detail that assists in turning prospects into customers and customers into long-term profitable relationships.

Improved Productivity - Team-oriented approach to work ensures that co-workers receive assistance and support as required to remain productive.