

FLORENCE PHILLIPS

Phillips_Florence@Yahoo.com - (916)436-6151

More than 5 years experience as an administrative assistant. Recognized strength in customer service, account management and time management with a great

PERSONAL STRENGTHS

- Organized and Efficient
- Highly reliable and a quick learner
- Detail oriented and meticulous
- Multiplexing and able to work under pressure
- Can work independently or collaboratively
- Ability to follow instructions and guidelines
- Copiers, FAX Machine, Scanners

AREAS OF EXPERTISE

- Microsoft Office 2003 & 2007
Word, Excel, PowerPoint, Access
- Typing at 50+ WPM @ 98% Accuracy
- Xactimate (Construction Bid Software)
- Lotus Notes
- Outlook Express
- Midas Software (Medical)

EXPERIENCE

- Quality Customer Service
- Kept official records and executed administrative policies as determined by corporate officials.
- Interpret and apply technical and procedural information.
- Research and respond to problems and complaints.
- Executed daily maintenance of departmental reports/charts, including quarterly and year end reports.
- Planned conferences, made travel arrangements, and scheduled meetings, maintained calendars.
- Maintained, examined and reviewed files, spreadsheets, record of involvement.
- Explained, advised and assisted the general public regarding complex policies, procedures, practices and local regulations.
- Scheduled and dispatched transportation for six drivers.
- Worked with Regulatory Compliance to ensure documents were in compliance with governmental requirements and standards.

WORK HISTORY

Admin Assistant	<i>Jewell Restoration</i>	2007 - 2008
Data Technician (Temporary)	<i>FEMA</i>	2006
Admin Assistant(Temporary)	<i>Kaiser Permanente</i>	2006
Planning Division Assistant (Temporary)	<i>City Of Moreno Valley</i>	2005
Riverside-SBDNO County Indian Health	<i>Outreach Assist/Trans Coordinator</i>	2002 - 2004
Assistant to Missions Pastor	<i>Trinity EV Free Church</i>	2001 - 2002
Technical Document Specialist	<i>Specialty Brands Division</i>	1998 - 2002

EDUCATION

Business Administrative Assistant – *OSC Computer Training*, Sacramento, CA
Associate of Arts in Business – *San Bernardino Valley College*, San Bernardino, CA
Certificate in Office Management *RTI – Business College*, San Bernardino, CA
Certificate in Business Office Procedures – *Assert*, Lancaster, CA
AS degree Business Management/Computers *Antelope Valley Junior College* – Lancaster, CA
Basic Supervision Classes – *Skillpath Seminar* – Ontario, CA