

Joe Jobscan

1212 Jobscan Ln. joejobscan@jobscan.co <http://www.linkedin.com/in/joe-jobscan> (555)555-5555
Seattle, WA 37763

Professional Experience

Administrative Assistant

08/2019-12/2019

Financial Services, Inc., Knoxville, TN

- Proactively updated and destroyed outdated files to align with company regulation procedures regarding records.
- Made productive collection calls to out of date customers, follow up by sending mail to customers regarding monthly payments and solicitations. Improved payment reception by 10%-15% while managing Ad Hoc requests.
- Follow company policy regarding sensitive information for customers who came in for a loan. Data entry and documentation regarding payment plans and all communication with contacted customers, listen to customers while reporting abnormalities to the general manager.
- Organize files to be sent to our legal department including MS Excel Spreadsheets with summarized information, also digitizing files to company database.
- Practiced in various forms of social media marketing, including email marketing, marketing systems and advertising.

Front Desk Manager

03/2017- 04/2018

Best Western, Knoxville, TN

- Premade check-in forms and keys for arriving guests, saving time for second shift regarding check-in times.
- Processed transactions for handling cash for rooms along with general, involved hospitality tasks.
- Performs general administrative and clerical support while dealing with all aspects of front office management including receiving visitors in a professional manner, filing invoices/documents, collecting guest payments, routine maintenance, personnel management, and problem solving skills.
- Filling 64 rooms with paying customers and performing daily documentation of events to prepare reports for the shift while having hands on handling of reservations. Exercised good judgment for stay arrangements for these groups while exercising verbal communication skills with staff.
- Asked opinion regarding employee performance evaluations in regards to housekeeping and general recruiting/hiring by my direct supervisor. Maintains calendar as needed for staff and supply ordering logistics content.
- Customer service through courteous handling of community crisis at fair prices.
- Praised directly by the customer for effectively setting up and making accommodations for his elderly sister during a natural disaster event.
- Worked with insurance companies regarding payment and stay coordination for individuals in crisis. Issues included tree through house, fire, flooding, etc. Some guests were there for several months.
- Aided Florida evacuees during Hurricane Irma. After filling all 64 of our rooms, all callers were provided info on hotels in Oak Ridge, Knoxville or surrounding towns along with other forms of travel aid.

Office Assistant

04/2018-01/2019

Motel 8, Nashville, TN

- Aid customers with service and technical issues related to delivery and product quality while answering 20-30 daily phone inquiries related to company policies and management, customer service issues related to retail and internal correspondence while running a multi-line phone system.
- Act in administrative role for a sales team of 10-15 with excellent organizational skills while displaying professionalism to outside vendors to make purchase orders.
- Took detailed notes and prepared reports on calls from customers regarding problems, issues and complaints to ensure the highest level of customer service to resolve issues.
- Calming customers and getting all information before transferring them to the correct manager or those better able to assist them in a different department.
- Distributed time sheets to begin payroll processing, made corrections to time when employees were out.

Librarian Assistant

10/2010 – 04/2018

Nashville Public Library, Nashville, TN

- Worked at the circulations desk, answered phones, performed check-in/check-out activities, and maintained inventory of books, journals, textbooks, magazines, and audio-visual teaching materials.
- Developed knowledge of library classifications, cataloging and databases, fax machines, finding publications and general research.
- Had a key to the facility to open and close from ages 16-20, and was the only employee on site one evening a week and every Saturday, during those two days a new hire orientation was done with new staff/volunteers.
- Ability to work independently while fundraising for the facility or associated causes.
- Memorized titles and authors that were on the shelf. Could recall without looking up in the system if we had a book or particular author in stock.
- Instructed patrons on the use of Microsoft Office suites, specifically Microsoft Word and other computer systems.
- Ran Young Adult Fiction, filled in stock that was missing, requested more modern materials or classics from the category to get a rare age group into the library. Handled budget for the YA department
- Managed recruitment for volunteers regarding staffing needs for the library, took meeting minutes on subject.

Skills

- Ability to Prioritize
- Attention to Detail
- Microsoft Office Suite
- Time Management Skills
- Organized
- Maintaining Files
- Communication Skills
- Basic Math
- Office Administration
- Writing
- Trustworthy
- Punctual

Education

BS in Business Administration: International Business concentration
(Expected)

09/2017-04/2021

University of Tennessee – Knoxville, TN

BS in Global Studies

09/2012-05/2016

Middle Tennessee State University – Murfreesboro, TN