

Administrative Professional with a combination of education and working for more than 4 years in various office settings, with diverse skills necessary to carry out the efficiency and smoothness of daily operations in any given administrative task.

- **Strong Interpersonal Skills**, a polite personality with the public which enables me to provide strong customer service via phones and in-person.
- **Acute Cultural Awareness**, highly aware, sensitive to, and able to respect diverse cultural backgrounds. Attuned to language barriers and posses the patience to communicate effectively with someone who is not fluent in English where others may find communication difficult. I am also strengthening my Chinese speaking and writing.
- **Computer Proficient**, ability to troubleshoot and use PC software i.e. Microsoft suite, Pitney Bowes, PHONEslips, Adobe Reader and various database software. Highly skilled in using and assisting in the maintenance of faxes, printers, scanners, microfilm and other office equipment.
- **Detail Oriented**, fully confident in safeguarding sensitive information in a confidential manner, office management, filing and organizing important documents, retrieving records, entering important data in software programs, and able to assist the public with filling out forms properly.

Previous Employment

Office of Records	330-941-2942	Youngstown State University
Student Assistant	Cathy Pokrivnak	One University Plaza
Jan. 2008-August 2012		Youngstown, Ohio 44555

- I filed and retrieved important documents for the staff.
- I was tasked with mailing out transcripts and diplomas.
- I helped train new student assistants.
- I answered and transferred calls.
- I acted as the receptionist.

Additional Employment

Officeteam	330-702-7844	6715 Tippecanoe Road
Temporary Jobs	Ashley Myers	BLDG A, Suite 101
April 2013-Present	Kristy Pedicini	Canfield, Ohio 44406

Education

Humanities/Religious Studies	Youngstown State University	One University Plaza
Associate in Arts		Youngstown, Ohio 44555
August 2012		
Information Technology	ITT-Technical Institute	1030 N. Meridian Rd.
Associate of Applied Sciences		Youngstown, Ohio 44509
September 2005		