

# ► Hala Bchara Assi

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## OBJECTIVES

Organized and dependable professional seeking an administrative assistant position, utilizing exceptional organizational and communication skills to contribute to the organization with utmost efficiency and productivity

## PROFESSIONAL PROFILE SUMMARY

- Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues
- Hardworking with strong drive to succeed
- Solid team player with positive motivational influence on team members
- Strong intercultural and interpersonal communication skills
- Flexible and able to adapt to new technology and continuously changing work environment
- Experienced in fast-paced work settings

## EDUCATION

### University of Minnesota

Crookston, Minnesota  
*Business Management (Online)*

BS

Graduation Year: 2017

### Dakota County Technical College

Rosemount, Minnesota  
*Accounting*

AA

2012

### Gmal Alsate Technical School

Tartous, Syria  
*Business Administration -  
Project Management and Leadership*

Diploma

2000-2004

## WORK EXPERIENCE

### Client Service Professional H&R BLOCK (Bloomington, Minneapolis, MN) 2012-2014 (Seasonal)

- Greeting and checking-in clients
- Addressing customer needs and issues via phone or e-mail
- Maintaining a pleasant and business-like atmosphere and attitude
- Utilizing H&R Block computer system for data entry and managing appointments
- Managing the day-to-day calendar for the office
- Matching clients with the optimal tax professional
- Effectively managing client flow in a tax office
- Balancing cash register, and receiving cash, check, and credit card payments for the provided tax services
- Providing clients with completed tax returns and checks

### Merchandising Brand Specialist SUPER TARGET ( Lakeville, MN) 2013-2014

- Managed and maintained the department, including inventory, audit and planograms
- Recognized by supervisor for “outstanding performance in resolving the guests needs while remaining positive and helpful
- Managed business productivity and quality assurance while providing service to clients
- Executed daily review/processing of inventory orders, and bookkeeping financial transactions
- Established rapport with clients acquiring new accounts while maintained strong relationships with current account holders

### Sales Floor Team Member SUPER TARGET ( Lakeville, MN) 2008-2013

- Ensuring that all guests receive the best shopping experience
- Providing great guest service
- Maintaining store quality and executing merchandise presentations
- Maintaining a clean and safe environment
- Resolving guest concerns in a positive manner

**Promoted to Merchandising Brand Specialist – 2013**

### Patient Care Coordinator MINNESOTA INTERNATIONAL MEDICINE (Minneapolis, MN) 2010

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- Provided direct medical interpretation for Arabic-speaking patients
- Served as a liaison between patients, family members and healthcare organizations
- Maintained working knowledge of medical specialties
- Enhanced patient satisfaction
- Managed requests from patients, physicians and clients while maintaining standard policies and procedures
- Assisted with coordinating travel arrangements, cultural needs and medical care
- Communicated with a high level of interpersonal skills to navigate patients in delicate and stressful situations

## Store Sales Representative

CLUB MONACO STORE (Bloomington, MN)

2008

- Managing successful sales in extremely high customer traffic location
- Maintaining rapport with clients and facilitating high customer satisfaction
- Executing direct customer sales
- Stocking merchandise and maintaining organized environment
- Cash handling and credit card transactions

## PROFESSIONAL SKILLS

- **Administrative Skills:**
  - Events coordination and scheduling
  - Record maintenance and confidentiality
  - Supplies management
  - Operating fax machines, Scanning, storing documents, and general office equipment
- **Customer Service:**
  - Strong customer satisfaction
  - Consistent client relationship builder
  - Customer-focused solutions
  - Superior interpersonal communication
- **Teamwork**
  - Possess positive motivational skills and strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times
  - Thrive in a team environment and work well with others
  - Enjoy working as a team member as well as independently
- **Computer Skills:**
  - Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, and Note
  - Quick Book, SAGE 50
  - Social media proficient
  - Data entry with high speed and accuracy
- **Business Management Skills:**
  - Experienced in directing and managing up to 10 staff in diverse organizations
  - Results-oriented problem solver and Strong analytical skills
  - Staff coaching and guiding
  - A genuine desire to achieve, excel and evolve
- **Accounting Skills:**
  - Experienced in business accounting through strong academic background
    - Audit / Payroll
- **Languages:**
  - Bilingual (English and Arabic)

## REFERENCE

- Available Upon Request

