

# Brenda M. Stec

720-453-4043 brendamstec@yahoo.com

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## Administrative Assistant

~ Exceptional Customer Service ~ Communication Skills ~ Flexible ~

10+ years of experience in office work; Recognized by management for streamlining invoicing process; Customer Service and Salesperson of Month Awards; Reorganized filing systems and office flow still being used today

### Key Skills

~ Customer Invoice ~ Billing ~ Accounts Payable ~ Data Entry ~ Inventory Control ~  
~ Quality Control ~ Microsoft Office and Transportation Software Programs ~  
~ Etiquette and Interpersonal Skills ~ Diverse ~ Adaptable ~  
~ Dependable ~ Punctual ~ Honest ~  
~ Sales Leader ~

## Professional Experience

### Administrative Skills

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs
- Enter information into databases
- Use computers for various applications, such as database management or word processing
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material
- Operate electronic mail systems and coordinate the flow of information, internally or with other organizations
- Schedule and confirm appointments for clients, customers, or supervisors
- Maintain scheduling and event calendars
- Compose, type, and distribute meeting notes, routine correspondence, or reports, such as presentations or expense, statistical, or monthly reports
- Complete forms in accordance with company procedures
- Locate and attach appropriate files to incoming correspondence requiring replies
- Conduct searches to find needed information, using such sources as the Internet
- Open, read, route, and distribute incoming mail or other materials and answer routine letters

- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions
- Make copies of correspondence or other printed material
- Learn to operate new office technologies as they are developed and implemented
- Order and dispense supplies
- Prepare conference or event materials, such as flyers or invitations
- Provide services to customers, such as order placement or account information
- Arrange conference, meeting, or travel reservations for office personnel
- Manage projects or contribute to committee or team work
- Mail newsletters, promotional material, or other information.
- Excellent written skills
- Verbal communication skills
- Multi-line phone, email, scanning
- Team player, works well with other departments

### **Computer Skills**

- Microsoft Word
- Microsoft Outlook
- Q7
- Keep Trucking
- Blue Jay

### **Sales Skills**

- Department Manager
- Customer Service Award
- Customer Sales and Credit Award
- Register and Cash Handling
- Merchandising
- Interpersonal Skills

### **Work History**

**Invoice Manager**, Chocolate Covered Trucking, Greeley, Colorado 09/2021-04/2022

**Care Provider/Contractor**, Self-Employed, Greeley, Colorado 08/2009-08/2021

**Department Head**, Dillard's Department Store, Greeley, Colorado 03/2003-07/2009

**CSR, Insurance Lead Generation**, Transnet Financial, Greeley, Colorado 01/1993-03/2003

### **Education and Training**

Management-Merchandising Training Seminars

OSHA Certified