

Kayla Miller

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A driven, intelligent, and fast learning individual who is looking to become a part of a company where there is room for experience and expansion.

Willing to relocate to: Loveland, CO - Longmont, CO

Authorized to work in the US for any employer

Work Experience

Administrative Assistant

Elevate Home Care - Longmont - Longmont, CO

September 2020 to Present

Data entry, schedule appointments, answer multi line phone, do intake appointments, and other tasks as needed. Part time.

Housekeeping

Molly Maids

August 2019 to January 2020

Residential cleaning, move out cleaning, route manager-ensure all cleans are to customer satisfaction and help team members. Train new people.

Customer Service Rep

Rise Broadband

December 2017 to February 2018

Take phone calls regarding information about packages, inform customer the best deal for them, assist with other simple billing questions, reschedule install appointments, etc.

Front Desk and Housekeeping

Hampton Inn

October 2016 to November 2017

Started in housekeeping-cleaning rooms and doing deep cleaning projects around the hotel. Assisted in laundry as needed when board was done. Cleaned public spaces, stocked closets, stocked cart and made sure everything was ready to go for the next day. Then after 2 ½ months, moved up to the Front Desk. Assist guests in reservations, verify correct information, assist in guest issues, follow up on resolutions, and make sure everyone has the best stay possible. Also assist GM in organizing invoices and filing them. Other duties also included cleaning rooms on first floor as needed while watching front desk, helping in breakfast, assisting in laundry, inspecting rooms, covering shifts as needed, ensuring cash drawer remains at correct balance and drops are correct, making schedules for Front Desk Manager and training new employees. Customer service skills, computer skills, office skills, supervisory skills-cross training, scheduling, training.

Education

Associates of Occupational Studies degree in Paralegal

Institute of Business and Medical Careers College Fort Collins - Fort Collins, CO

July 2016

Diploma

Longmont High School

2010

Skills

- Skilled in time management and managing multiple responsibilities and tasks efficiently
- Detail oriented
- Successfully operate a cash register with speed and accuracy
- Skilled in data entry, money handling and inventory
- Proficient in Microsoft Excel, Word, Outlook and PowerPoint
- Skilled in Microsoft Office and calendar management
- Keyboarding accuracy: 55 WPM
- Familiarity with office procedures and office equipment
- Extremely organized and efficiently managed multi-line phones
- Ability to communicate effectively both verbally and written
- Comfortable with conflict resolution and problem solving
- Microsoft Office
- Transcription
- Legal Research
- Personal Assistant Experience
- Laundry
- Clerical Experience
- QuickBooks
- Adobe Acrobat
- Word Processing
- Typing
- Legal Drafting
- English
- Proofreading
- Medical Terminology (1 year)
- Data entry
- Sales
- Customer service
- Warehouse Experience

- Shipping & Receiving
- Forklift
- Hotel Experience (3 years)
- Documentation Review (2 years)
- Windows (5 years)
- Order Entry (1 year)

Assessments

Verbal Communication — Highly Proficient

August 2020

Speaking clearly, correctly, and concisely.

Full results: [Highly Proficient](#)

Medical Receptionist Skills — Highly Proficient

July 2020

Managing physician schedules and maintaining accurate patient records.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

January 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Proficient

September 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Proficient](#)

Data Entry: Accuracy — Highly Proficient

August 2020

Entering data quickly and accurately.

Full results: [Highly Proficient](#)

Scheduling — Proficient

August 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Data Entry: Accuracy — Highly Proficient

August 2020

Entering data quickly and accurately.

Full results: [Highly Proficient](#)

Call Center Customer Service — Proficient

September 2020

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

Attention to Detail — Highly Proficient

September 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Expert

September 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Expert](#)

Administrative Assistant/Receptionist — Proficient

September 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

Customer Service — Proficient

July 2020

Identifying and resolving common customer issues.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.