

Michelle Novak

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Work Experience

Corporate Receptionist

Riverview Bank - Vancouver, WA

November 2020 to Present

Provide receptionist and administrative support to Riverview Corporate Office. In addition to data entry, provides clerical support, coordinates meeting and conference rooms. Works with highly confidential and sensitive information and maintains a high level of integrity and confidentiality at all times.

Corporate Receptionist

Appticity - Dallas, TX

October 2018 to March 2019

Corporate Receptionist, Appticity

Manage a multi-line telephone system, assess caller's need by asking clarifying questions as applicable, and accurately direct the calls to the appropriate person in a courteous and prompt manner.

Welcome all visitors in a courteous manner and guide them to the appropriate departments.

Accurately sort incoming mail and packages and manage the interoffice mail boxes.

Keep reception area and conference rooms looking neat and organized.

Responsible for scheduling meetings and coordinating travel arrangements.

Temporary Receptionist

Apple One - Denver, CO

2012 to 2018

for Different Companies working with agencies

Front Desk Receptionist

FMH Material Handling Solutions, Inc - Denver, CO

2011 to 2012

Administratively supported the Office Manager.

Created positive first impression to client and visitors

Answered switchboard and ensured calls were properly and correctly directed

Maintained MS Excel worksheets, correspondence, and invoices

Corporate Receptionist

UDR, Inc

2010 to 2011

Represented the face of the organization

Greeted visitors and fielded questions regarding company products and services

Fielded and directed calls to proper team members within the organization

Generated MS Word and Excel documents for data as assigned by management

Office Coordinator

BD Systems
2005 to 2007

Presented a professional interface to customers in person and via telephone
Served as liaison for the Human Resources Trainer
Provided management with general support document preparation
Performed data entry into MS Excel and Word documents
Processed incoming and outgoing internal and external communication
Scheduled conferences
Coordinated travel and planned business meeting for senior management

Administrative Assistant

Colorado Springs Utilities
2001 to 2004

Served as Senior Administrative Assistant to the General Manager

Provided administrative support to 30 employees in the organization
Answered and routed customer inquiries through multi-line phone system
Prioritized own workload and adhered to professional standards in work completion
Investigated office issues and problem solved with proven solutions

Education

College in Business

Community College of Denver - Denver, CO
May 1981 to September 1982

Skills

- Highly organized with excellent communication skills.
Consistently provides a high level of customer service.
Experienced and proficient in scheduling appointments and meetings.
Adept at giving accurate and detailed information to visitors and callers and fielding inquiries to ensure clients' needs are met accurately and in a timely manner.
Accurately maintains records, worksheets, correspondence, invoices, and prepared paperwork and reports.
Works well in a fast-paced environment with the ability to multi-task, prioritize own workload and meet deadlines.
Strong problem solving skills and dependability.
Typing speed of 45 WPM.
High school diploma and one year of business administration and management classes.
Highly proficient in Microsoft Word, Excel, Outlook and front desk software applications.
Sabre experience.
- Customer service
- Typing
- Computer skills