

Pamela Moore

Administrative Assistant, Customer Service Representative & HR Assistant - Robert Half

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I have also helped numerous employers through Robert Half with all required administrative office tasks. I am currently proficient in Quickbooks, Microsoft accounts, accounts payable, accounts receivable and always ready to help a fellow colleague.

Authorized to work in the US for any employer

Work Experience

Administrative Specialist

Robert Half - Naples, FL

March 2019 to Present

I returned to Robert Half and always enjoy the variety and complexity position I have received. I have been working Administrative position because that is where I shine and feel I can make the largest positive contribution for any employer. I like the variety this position offers and have yet to have two days the same. I enjoy making strides through structured chaos. I am ready to take a permanent position at this time as before I yearned for the experience and now possess and all dependents have moved on with their own lives.

I work hard and take every obstacle as a learning experience. I want to continue to grow and become a better team player and individual employee. I learn extremely fast and I have yet come across a problem where there was not a solution. I am proficient on multiple computer programs such as MS Office and QuickBooks. I have a list of all the programs attached below. I am great at multi-tasking and I prefer a busy position. I truly love to work and always try to stay positive.

My only child has recently moved out and this has given me total freedom. I am looking for a permanent position that hopefully will give me the opportunity to learn and grow even further.

Administrative Assistant

Dorias Landscaping - Naples, FL

February 2017 to March 2019

a fillet of 10 small bed trucks and 11 listed under tractor trailer (due to influx in weight and some of the larger vehicles have special permitting for over weight and over sized)

I have multiple job responsibilities with this company. I perform account receivable and payable duties, order parts as needed for (for mechanics), assist with payroll, answer multi line phone system, respond to numerous emails daily just to mention a few. I encourage to be challenged daily.

Overtime, I have found what truly gives me the drive to get up each day and love what I do is being able to provide the clientele my very best first point of contact for the company and assist multiple employees and enjoy every part of it. I am always working or preparing for special projects and tasks.

I love to meet new customers, vendors and most importantly fellow employees. I am also prepared to performing multiple other clerical duties as required/requested per management. I always say "yes sir or ma'am" first and try my hardest at any and all aspects of my employment. Just because something or somebody is not listed within my scope of employment is no excuse not to try and help if possible.

Office Assistant

Robert Half - Naples, FL

February 2016 to March 2017

I have worked multiple jobs from answering the phone to assisting all team members when needed. I helped reorganize files, entire offices and assisted many in growing their offices. I have also helped with data entry for many companies and worked on many different computer programs. My job skills have varied from working as an executive assistant for several months to receptionist duties. I am capable of multi-tasking and working with a group or alone. I will be an asset to any company that will give me the opportunity to prove myself. I was not looking for a permanent position until recently and unfortunately have missed opportunities due to prior obligations. I am now able to work any hours available.

Office Assistant

Platinum Bay Design - Naples, FL

January 2007 to February 2017

Provided an elevated customer experience and in return Mr. Stuve, over many years of hard work has generated a loyal clientele.

Politely assisted customers in person and via telephone.

Answered a high volume of phone calls and email inquiries.

Filed paperwork and organized computer-based information.

Managed and reviewed filing and office systems.

Screened personal and business calls and directed them to the appropriate person.

Followed-up with staff and customers regarding missing or needed information.

Responded to internal and external requests for information.

Examined, categorized and sorted incoming documents.

Frequently used word processing, spreadsheet, database and presentation software. Assisted with receptionist duties, file organization and research and development. Obtained scanned records and uploaded them into the database.

Legal Studies Internship

Naples Criminal Law Office - Naples, FL

December 2013 to June 2014

Received and placed telephone calls to clients and prospective clients.

Scheduled and confirmed appointments and court appearances for attorneys.

Assisted attorney in collecting any information needed, such as employment, medical and a multitude of other records from prospective clients.

Filed documents with the courts on behalf of the attorney.

Obtained signatures from attorney for legal documents.

Answered and directed calls using the multi-line switchboard.

Entered new cases into company database.

Worked as a team with ALL attorneys, administrative assistants and fellow legal assistants.

Managed accounts and records of clients with the highest levels of confidentiality and discretion.

Met with clients to update them on progress of cases.

Prepared for trials by conducting legal research.

Contacted witnesses to testify under oath at court hearings. Researched statutes, decisions, legal articles and codes.

Server/Waitress

Naples Beach Hotel - Naples, FL

February 2001 to December 2006

Made and confirmed reservations.

Computed bills and collected.

Set dining tables in accordance to the type of event and service standards required and some extra requested.

Addressed diner complaints with kitchen staff and served replacement menu items promptly.

Quickly recorded transactions in MICROS system to deliver prompt service and ensure bill will be presented accurately reflecting any changes.

Routinely cleaning work areas, glassware and silverware throughout each shift.

Immediately reported accidents, injuries or unsafe work conditions to manager.

Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.

Displayed enthusiasm and knowledge about the restaurant's menu and products.

Routinely supported other areas of the restaurant as requested. Some of the responsibilities included answering telephones and completing financial transactions for other staff.

Display at all times enthusiasm and knowledge about the restaurant's menu and products.

Skillfully promoted items on beverage lists and restaurant specials.

Consistently provided professional, friendly and engaging service.

Pre-bus throughout guest experience and reset tables and always be aware of the cleanliness of dining room and work areas.

Assisted with guest inquiries, take-out orders and restaurant cleanliness.

Monitored guest for intoxication and immediately reported concerns to management.

Continually monitored dining rooms for seating availability, service, safety and well-being of guests.

Assisted co-workers whenever possible.

Receptionist/Office Assistant

Silverman, Aaron, Moore and Wittenberg - Toledo, OH

June 1993 to December 1996

Received and placed telephone calls to clients and prospective clients.

Scheduled all appointments, appearances and briefings.

Filed documents with the courts on behalf of the attorney.

Screened telephone calls and forwarded them to the appropriate departments.

Organized files for court proceedings.

Obtained signatures from attorneys for legal documents.

Answered and directed calls using the multi-line switchboard.

Organized envelopes, postage and mail correspondence for all clients.

Worked as a team with attorneys, administrative assistants and fellow legal assistants.

Reviewed, edited and proofread legislation for proper grammar, spelling, punctuation and formatting.

Filed all pleadings with the court clerk.

Researched statutes, decisions, legal articles and codes.

Contacted witnesses to testify under oath at court hearings.

Directed and coordinated law office activity, including delivery of subpoenas. Contacted clients to schedule appointments and discuss the progress of cases. Assisted up to 4lawyers at a time.

Education

Bachelor of Arts in Legal Studies in Legal Studies

Florida Gulf Coast University - Fort Myers, FL

2014

Associate of Arts in Legal Studies in any Criminal Justice

Edison State College - Naples, FL

2012

Skills

- Administrative assistant (10+ years)
- Administrative support (10+ years)
- Executive administrative (10+ years)
- Organizational skills
- Receptionist
- Customer service
- Multi-line
- Multi-line phone
- Data entry
- Filing
- Typing
- Payroll
- Billing
- Excel
- Microsoft office
- Ms office
- Microsoft outlook
- Outlook
- Word
- Human resources
- Scheduling
- training
- Office Management
- Micros POS
- Legal Research
- Word Processing
- QuickBooks
- Research & Development
- Personal Assistant Experience

- Schedule Management
- Event Planning
- Clerical Experience
- Management
- Microsoft Powerpoint
- Proofreading (10+ years)
- Multi-line Phone Systems
- Accounting
- Purchasing
- POS
- Accounts Payable
- Bookkeeping
- Accounts Receivable
- Leadership
- Project Management
- Negotiation
- Recruiting
- Sales
- Conflict Management
- MS Office Proficient (10+ years)
- Time management
- Microsoft Excel
- Administrative experience
- Adobe Acrobat
- Microsoft Word
- Construction
- Computer literacy
- English
- Software troubleshooting
- Help desk
- Computer skills
- Dispatching
- Multitasking (8 years)
- Constant Contact
- Front desk
- Order entry
- Communication skills

Assessments

Attention to Detail — Highly Proficient

September 2019

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

Full results: [Highly Proficient](#)

Customer Service — Highly Proficient

February 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Intermediate Word Processing Proficiency with Microsoft Word — Proficient

March 2019

Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments.

Full results: [Proficient](#)

Working with MS Word Documents — Highly Proficient

April 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Highly Proficient](#)

Scheduling — Highly Proficient

March 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: [Highly Proficient](#)

Composing & Sorting Email with Microsoft Outlook (PC) — Highly Proficient

April 2020

Effectively composing and organizing email messages in Microsoft Outlook.

Full results: [Highly Proficient](#)

Attention to Detail — Highly Proficient

September 2019

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

Full results: [Highly Proficient](#)

Administrative Support — Highly Proficient

April 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Receptionist — Highly Proficient

September 2019

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

Full results: [Highly Proficient](#)

Merchandise & Supply Storage Skills — Highly Proficient

April 2020

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: [Highly Proficient](#)

Outside Sales — Highly Proficient

April 2020

Actively listening and responding appropriately; performing common sales calculations.

Full results: [Highly Proficient](#)

Following Directions — Highly Proficient

April 2020

Following multi-step instructions.

Full results: [Highly Proficient](#)

Data Entry Clerk — Highly Proficient

April 2020

Maintaining data integrity by detecting errors

Full results: [Highly Proficient](#)

Attention to Detail — Highly Proficient

September 2019

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

Full results: [Highly Proficient](#)

Receptionist — Highly Proficient

August 2019

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

Full results: [Highly Proficient](#)

Administrative Assistant/Receptionist — Expert

November 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Expert](#)

Sales Skills — Highly Proficient

November 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Management & Leadership Skills: Planning & Execution — Highly Proficient

November 2020

Planning and managing resources to accomplish organizational goals
Full results: [Highly Proficient](#)

Administrative Assistant/Receptionist — Expert

November 2020

Using basic scheduling and organizational skills in an office setting
Full results: [Expert](#)

Customer Focus & Orientation — Proficient

December 2020

Responding to customer situations with sensitivity
Full results: [Proficient](#)

Basic computer skills — Proficient

July 2021

Performing basic computer operations and troubleshooting common problems
Full results: [Proficient](#)

Cashier skills — Proficient

October 2021

Counting cash, processing transactions, following written procedures, and attending to details
Full results: [Proficient](#)

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

Additional Information

Skills

Executive Administrative, Excel, Administrative Support, Data Entry, QuickBooks, Customer Service, Payroll, Administrative Assistant, Filing, Outlook, MS Office, Microsoft Office, Receptionist, Accounts Payable, Scheduling, Word, Accounting, Billing, Microsoft Outlook, Typing, Lexis, Organizational Skills, Legal Research, Westlaw, Office Management, Human Resources, Time Management, training

SKILLS

- Self-motivated
- Strong verbal communication
- Extremely organized
- Team leadership
- Multi-line phone operation proficiency
- Client assessment and analysis
- Adheres to customer service procedures
- Strong problem-solving aptitudes
- Mediation capability
- Strong client relations
- Dedicated team player

- Quick learner
- Works well under pressure
- Professional and mature
- Accurate and detailed
- Articulate and well-spoken
- Maintains confidentiality and very Flexible
- Independent worker
- Schedule management
- Can handle busy Dispatch duties