

Pamela Michelle Rutherford

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RECEPTIONIST

Summary of Qualifications:

Receptionist

- Answered, screened, and directed inbound phone calls.
- Received and assisted clients and escorted them to correct destinations; offices, rooms or meeting rooms.
- Performed general secretarial duties, including meeting scheduling, appointment set up, faxing and mailing.
- Issued out visitor badges.
- Took verbal and written messages and transmitted them to the exact person or destination.
- Maintained meeting diary either manually or electronically, as required.
- Accepted letters and packages delivered to the front desk and distributed to the appropriate staff.
- Interacted well with the public.
- Handled delicate situations, such as customer requests, special needs and complaints.
- Performed basic customer service functions and able to adapt to stressful situations.
- Coordinated maintenance of the front desk area, such as the equipment, furniture, lighting, applications and brochures.
- Ordered office supplies.
- Maintained a neat, tidy, and pleasant appearance of the reception area.

Computer Skills: Proficient in Microsoft Office

Accounts Payable SoftWare: Great Plains, JD Edwards, AS400, SharePoint, QuickBooks

Data Entry Skills: 14000 keystrokes per hour with 98% accuracy.

Typing Skills: 45 words per minute

Functional Skill Areas:

Customer Service	Flexibility	Travel Arrangements
Adaptability	Multi-Phone Systems	Organizing & Planning
Attention to detail	Appointment/Scheduling	Data Entry

Work History:

Landstar System Holdings, Inc.	Imaging Clerk	Jacksonville, FL	02/2016-11/2018
Florida Retina Institute	Receptionist	Jacksonville, FL	09/2015-02/2016
American Hospice	Receptionist	Jacksonville, FL	08/2013-09/2015
Cass Information Systems	Audit Representative	Jacksonville, FL	08/2012-08/2013
St. Vincent's Health	Console Operator	Jacksonville, FL	10/2009-08/2012
Stenner Pump Company	Receptionist	Jacksonville, FL	09/2006-10/2009
Sea Star Line	Receptionist	Jacksonville, FL	05/2004-09/2006

Education:

Sandalwood High School	Diploma	Jacksonville, FL
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