

# RHONDA SHEPHERD

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Enthusiastic, motivated, well-organized individual with background in accounts payable, accounts receivable, data entry, retail, and schedule management. Systematic administrative assistant with years of experience in several different industries, including fast paced office setting, business industry, as well as retail experience, and the restaurant and food industry. Hard worker, team player, but yet capable of working with little supervision. Dedicated to building strong work relationships with fellow staff, and a drive to commit to deadlines.

## EXPERIENCE

2007 – 2008

### **WAITRESS**, GREAT SCOT'S EATERY

- Endured customer satisfaction by responding quickly to orders and entertainment requests.
- Described menu items, monitored dining room seating availability, service, safety and wellbeing of guests.
- Monitored food distribution and delivered meals to recipients quickly.

2000 – 2005

### **RECEPTIONIST**, L.S.U. MEDICAL CENTER/ DR. SCHUTH

- Operated multi-line telephone system to independently handle over 50 calls each day.
- Scheduled and confirmed appointments and meetings for Dr. Claudia Schuth.
- Entered daily data in computer systems and documented office activities.
- Assisted in administrative duties for office team, including making phone calls, copies mail, and schedules.

1995 – 1998

### **ASSISTANT MANAGER**, FRIEDMAN'S JEWELERS

- Established and optimized schedules to keep coverage and service in line with forecaster demands.
- Created employee schedules to enable all shifts adequate staffing and coverage.
- Communicated effectively with customers to solve problems and promote customer satisfaction.
- Trained team members in successful strategies for meeting operational and sales targets.
- Monitored cash intake and deposit records, resulting in increased accuracy and reduction in discrepancies.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Kept orderly and accurate accounting records by monitoring sales documentation.

- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Interacted with customers to determine needs and offer product or service solutions.

## EDUCATION

**MAY 1995**

**ASSOCIATE OF SCIENCE, DELGADO COMMUNITY COLLEGE**

Graduated from Delgado Community College in New Orleans, LA with an Associate of Science degree in Accounting.

**MAY 1990**

**COLLEGE PREP, ST. MARY'S DOMINICAN HIGH SCHOOL**

Graduated from a private school in New Orleans in 1990.

## SKILLS

- Accounting
- Mail handling
- Multi-line telephone systems
- Scheduling
- Database administration
- Transcription and dictation
- Personable and outgoing
- Accounts payable
- Accounts receivable
- Office administration
- Data entry
- Verbal and written communication
- Bookkeeping
- Customer-service oriented

## ACTIVITIES

I enjoy playing classical piano, walking my two dogs, decorating, and catching up with friends and family in New Orleans. I can strike up a conversation with just about anyone. I truly believe that you should treat others as you want to be treated, with respect.