

Samantha Erlandson

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PROFESSIONAL SUMMARY

Dedicated and experienced Administrative Assistant with excellent Customer relations and communication experience working in a variety of office settings, providing valuable support to office staff. Proficient in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook, among other vital programs. Skilled at managing multiple projects at once, including handling high volumes of incoming calls while also tending to in-person inquiries. Bringing forth excellent grammatical and writing skills and strong communication skills.

WORK EXPERIENCE

2020 – Present

Concrete Reinforcing Steel Institute (CRSI)

- Provide excellent customer service to members by accurately entering information and updating electronic database.
- Manage the in-house production of monthly and quarterly newsletters, to include development of timeline, editing and/or writing, formatting/layout, obtaining reprint permission (if necessary) and electronic distribution.
- Work with association staff/leadership to ensure communications uphold companies messaging, tone, style, and branding guidelines and rework submitted content to clarify message, ensuring it maintains company's voice accordingly.
- Designing and producing content for visual resources related to membership meetings (i.e. brochures, signage, email blast, etc.).
- Provides support for any internal and external meetings and/or mailings.
- Creates and updates membership and meeting attendance records in database, links to member records, and renews memberships.
- Answers phones, addresses member concerns, fulfills member requests, and effectively and efficiently provides services in a professional demeanor befitting the expectations of the company.
- Assist with development, maintenance, and updating of content placed on company web site and social media outlets to continually enhance company marketing efforts/
- Performs additional administrative duties (filing, copying, etc.) as assigned.

2019 – 2020 AssetsBiz Corp

Cary, IL

- Accurately enter orders in a fast-paced environment.
- Research data online, research addresses, correct addresses and follow company protocol on setting account up for future success.
- Proactively identify opportunities to communicate with clients, recovery agents and inner office employees more effectively.
- Improve the overall client experience by championing opportunities to consistently improve the customer experience.

- Increase order volume by increasing client relationships.
- Guide team in effective client issue resolution and handle client escalations.
- Continually review and evolve the collection of processes the company uses to track, oversee and organize every interaction between the company and client.

2015 – 2019

Petco

Rhineland, WI

- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices and prepare invoices for returned goods.
- Complete contract forms and prepare change of address records, or issue service discontinuance orders, using computers.
- Confer with customers by telephone to provide information about products, take or enter orders, cancel accounts, or obtain details of complaints.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

2013 - 2015

Henry Schein Dental

Walker, MI

- Answer all incoming calls and direct calls to the appropriate party or take messages.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for all Regional Executives and Regional Staff.
- Manage and maintain Regional Executives' schedules.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties, such as ordering supplies, records maintenance, management of database systems, and performing basic bookkeeping work.
- Prepare agendas, and organize events to include coordinating catering for luncheons, meetings, training seminars, and other Regional events.
- Provide clerical support to entire Regional staff.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff and arrange for employee training by scheduling training or organizing training material.
- Provide top-notch support to Executives and other Office Staff daily.
- Planned and made accommodations for meetings and conferences.
- Maintained office equipment and scheduled visits for repair and service when necessary.

2012 - 2013

Vogelzang International

Holland, MI

- Provide clerical support to entire staff.
- Answer all incoming calls and direct calls to the appropriate party or take messages.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone to provide information about products, take or enter orders, cancel accounts, or obtain details of complaints.

2011 - 2012 Adecco Temporary Services

Grand Rapids, MI

- Answer all incoming calls and direct calls to the appropriate party or take messages.
- Perform general office duties, such as ordering supplies, records maintenance, management of database systems, and performing basic bookkeeping work.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or services.

2009 - 2011 American Basement Creations

Sugar Grove, IL

- Provide administrative support for the service department of the district office, including accounts receivable, accounts payable, developing quotations, client communication, and flyer distribution.
- Resolve incoming customer and associate relations calls, assist with all administrative duties including ordering supplies, and filing of paperwork.
- Coordinate, prioritize, and schedule installation appointments daily, and assign customer calls to service technicians as required.

2007 - 2009 CVS Asset Protection Services.

Nashville, TN

- Approving all invoices for payment for more than 300 vendors, verifying that all work was completed within time approved. Submit all invoices to the corporate Accounts Payable Department.
- Communicate with the corporate Tax Department regarding correct tax rates being charged by vendors.
- Set-up new vendors within the Accounts Payable Department so that payment is received in a timely manner.
- Schedule meetings and conference calls for the onsite staff and management team, and schedule training classes and meetings for Corporate Loss Prevention Associates, District Managers, Store Managers, and the on-site employee staff and management teams.
- Responsible for all supply ordering for entire on-site management and staff, answering phones, greeting visitors, sorting/delivering daily mail, and filing of all incoming paperwork for store files.

SKILL SETS

- MicroSoft Office Suite to include Word, Excel, PowerPoint, and Outlook
- Quickbooks
- EDI

CERTIFICATIONS

Legal Assistant/Administration

Medical Insurance Billing/Coding

Wicklender/Zulawski Interview/Interrogation Techniques