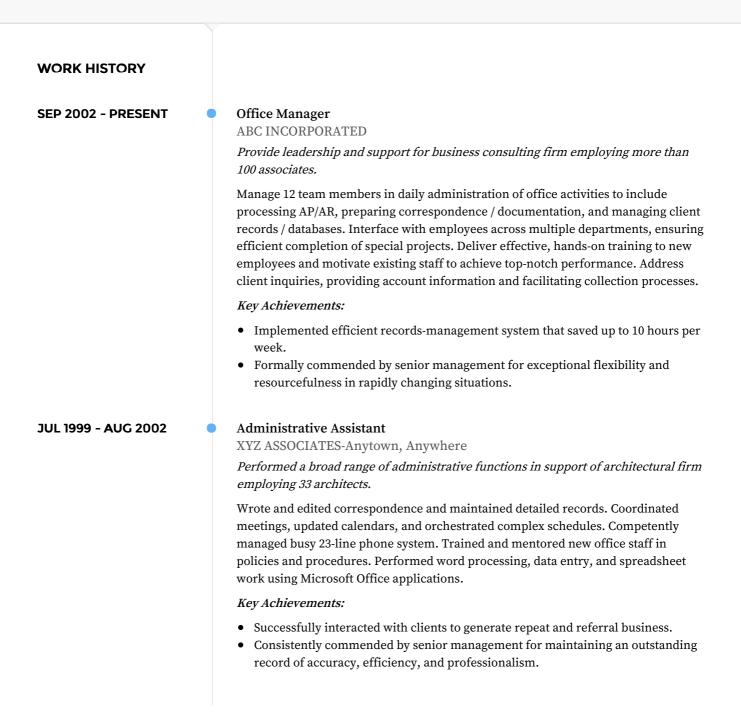
# Julie Johnson

## **Administration & Customer Service Professional**

💡 City ST | 📞 123.456.7890 | 🖂 judy.watson@email.com

Highly efficient **Office Manager** with experience in a wide range of administrative functions, staff management, and operational oversight to ensure exemplary customer service.

- Direct wide range of office procedures including administration, bookkeeping, customer service, scheduling, event planning, and special projects.
- Exceptional interpersonal and leadership skills, with the ability to build positive and productive office teams.
- Leverage outstanding organizational and analytical skills to evaluate and revise administrative processes and improve accuracy and efficiency.
- Outstanding communication skills to build rapport with clients and employees at lateral and executive levels.
- Proficient in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint), QuickBooks, Quicken, Lotus 1-2-3, and Internet research and applications.



#### Office Assistant

INCORPORATED-Anytown, Anywhere

Supported Administrative Manager in private learning center providing supplemental instruction to more than 200 children each year.

Prepared documentation, maintained records, and participated in scheduling of programs and private classes. Served as first line of contact for parents and students. Answered detailed questions and routed calls to appropriate representatives. Efficiently maintained database and files, processed new student paperwork, and inventoried and ordered supplies.

#### Key Achievements:

- Honored with "Employee of the Month" award in recognition of strong performance and dedication to productivity and student services.
- Commended for consistently resolving difficulties quickly and tactfully.

#### EDUCATION

#### **Certified Microsoft Office Specialist**

### B.A STATE UNIVERSITY Graduated with Honors

#### PROFESSIONAL ASSOCIATIONS

Member, Society of Human Resource Management (SHRM) Member, Office Manager's Association (APOM)