

Julie Johnson

Administration & Customer Service Professional

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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.

WORK HISTORY

SEP 2002 - PRESENT

Office Manager

ABC INCORPORATED

Provide leadership and support for business consulting firm employing more than 100 associates.

Manage 12 team members in daily administration of office activities to include processing AP/AR, preparing correspondence / documentation, and managing client records / databases. Interface with employees across multiple departments, ensuring efficient completion of special projects. Deliver effective, hands-on training to new employees and motivate existing staff to achieve top-notch performance. Address client inquiries, providing account information and facilitating collection processes.

Key Achievements:

- Implemented efficient records-management system that saved up to 10 hours per week.
- Formally commended by senior management for exceptional flexibility and resourcefulness in rapidly changing situations.

JUL 1999 - AUG 2002

Administrative Assistant

XYZ ASSOCIATES-Anytown, Anywhere

Performed a broad range of administrative functions in support of architectural firm employing 33 architects.

Wrote and edited correspondence and maintained detailed records. Coordinated meetings, updated calendars, and orchestrated complex schedules. Competently managed busy 23-line phone system. Trained and mentored new office staff in policies and procedures. Performed word processing, data entry, and spreadsheet work using Microsoft Office applications.

Key Achievements:

- Successfully interacted with clients to generate repeat and referral business.
- Consistently commended by senior management for maintaining an outstanding record of accuracy, efficiency, and professionalism.

FEB 1997 - JUN 1999

● **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)