**Lisa M. Ogle**

2423 Layman Road

Los Angeles, CA, 90005

Phone No: 661-763-7372

Email: lisaogle@anymail.com

**Job Objective:**

Seeking a general office clerk position with Whitley Penn Ltd., where I can make the most of my superior clerical skills and experience in running of day-to-day office functions smoothly as well as in providing effective customer services.

**Summary of Skills:**

* More than 5 years of experience in handling various clerical responsibilities as well as thorough understanding of office procedures and practices and basic accounting principles
* Strong working knowledge of Microsoft Office as well as latest business software, and office equipment
* Ability to adapt and learn new ways of fulfilling clerical functions in a fast-paced and dynamic work environment
* Effective communication and customer-service skills to build and maintain good relationships and rapport with customers while providing general information
* Strong administrative skills required to proofread documents, arrange schedules, sort and document procedures accurately
* Excellent typing speed (45 words per minute), and dictation skills with ability to maintain high level of accuracy
* Ability to maintain confidentiality of organization's sensitive information and important tasks

**Work Experience:**

General Office Clerk

Sitel Inc., Los Angeles, CA

March 2016 - Present

* Performing and accomplishing general office and clerical tasks on a full-time basis
* Coordinating file gathering and indexing with various departments and employees in the organization as well as responding to questions about records and files
* Managing faxing, archiving, scanning, filing and word processing
* Answering phone calls, emails, relay or record information received as well as communicating information with the appropriate personnel in the organization
* Providing scheduling and interface support to managers and groups as well maintaining their calendars
* Checking, editing and assigning codes to a variety of documents as required to ensure standards are maintained
* Typing a variety of forms, letters, memorandum, presentations and related documents as assigned
* Performing basic maintenance on office equipment, and proposing purchasing of latest office tools
* Sorting and distributing incoming mails as well as maintaining updated and accurate files and records

General Office Clerk

Bridgestone Group, Los Angeles, CA

April 2014 - February 2016

* Provided administrative and clerical services to a manufacturing facility by maintaining good knowledge of principles and processes for providing effective customer services
* Performed order input functions as well as produced accurate and complete production reports
* Prepared and maintained paperwork including records and files associated with customers' orders
* Organized freight for customers' orders as well as prepared and processed invoices for various purchases
* Communicated with customers regarding order and shipping schedules, order complaints, and completions
* Answered phone calls, processed mails, and maintained their records and files as well
* Obtained and processed requests from customers for credits
* Scheduled meetings and took dictations as well as assisted in making travel arrangements, and booking venues for events and conferences.

General Office Assistant

Burnett Title Inc., Los Angeles, CA

January 2013 - March 2014

* Assisted managers and employees in fulfilling daily office tasks and in managing general administrative activities of the organization
* Answered telephone calls and incoming mails or transferred calls to appropriate staff members
* Scheduled appointments and received customers or visitors
* Sorted and delivered incoming mails and sent outgoing mails to perform office support activities
* Typed and formatted routine memos or other reports as assigned as well as typed confidential letters for seniors
* Copied, filed, and maintained paper as well as electronic documents and records
* Managed office equipment, furniture and facilities maintenance
* Assisted in conducting computer data entry and processing as well as in preparing accurate spreadsheets and documents in different software applications following established formats
* Arranged weekly team meetings as well as assisted with quarterly staff meetings.

**Education:**

* Associate of Applied Science in Office Administration  
  Los Angeles City College, Los Angeles, CA  
  2012
* High School Diploma  
  Marymount High School, Los Angeles, CA  
  2009

**Reference:**

On request.