**Helen C. Erickson**

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**Job Objective:**

Dedicated and well-experienced administration personnel seeking a mid-level challenging position with an organization to use my expertise in performing clerical duties as well as handling support duties towards the clients.

**Summary of Skills:**

* Capable of sorting incoming/outgoing mail, and answering client or customer calls with patience and in a friendly demeanor
* Adept at maintaining calendar schedules of senior executives to fix client meetings, and issuing timely reminders to them
* Ability to collect data, maintain updated database by performing data entry tasks, and capable of documenting accurate reports as required
* Proficiency in handling variety of computer applications, including answering mail, scheduling appointments/meetings, and using MS Office Suite
* Ability to manage multiple tasks and handle work under pressure situations
* Exceptional organizational and time-management skills
* Excellent written and verbal communication skills

**Work Experience:**

Receptionist/Administrative Assistant

Pfizer Incorporation, Saint Charles, MO

November 2016 – Present

* Serving as the primary point of contact for staff as well as answering questions related to office operations
* Providing necessary support by screening and routing mail or telephone calls, and forwarding them to the concerned department for quick resolutions of customer issues
* Preparing reports by gathering, summarizing data using appropriate software
* Greeting, welcoming clients, and ensuring their comfort during their appointment
* Maintaining company's inventory by monitoring stock, and anticipating needs to place appropriate orders for office supplies
* Making 50+ customer calls per week to understand their feedback about company's products, and documenting suggestion points
* Scheduling interstate client appointment/meetings for the senior executives by making appropriate travel and accommodation arrangements for them

Receptionist

Alps Gym & Nutrition Center

Saint Charles, MO 63301

March 2015 – October 2016

* Answered more than 50 calls to inform interested clients about the various fitness programs available at the center
* Greeted new clients warmly and explained them about the different exercise activities present at the gym, including the cost
* Coordinated with the marketing team to prepare banners about the combo packages offered by the fitness center that increased clients by 23%
* Handled client transactions by processing fees through cash, check or card payment, and provided membership card to them
* Answered clients' queries patiently and informed them about ongoing discount packages
* Maintained attendance register of members, and daily visitors
* Performed general clerical duties, including maintaining file records, photocopying clients' documents for registration

Administrative Assistant

Tiffany Enterprises Pvt. Ltd., Saint Charles, MO

July 2013 – February 2015

* Managed calendars of senior executives, and informed them in advance about meetings
* Regularly answered 20+ calls to handle queries regarding company's products
* Coordinated with the team to ensure timely repairs of office equipment for proper functioning of the work processes
* Performed data entry tasks related to transactions related to profits/ expenses to assist in generation of accurate balance sheets
* Prepared bi-weekly time sheets, correspondence letters, and monthly reports for the supervisor's review to highlight major issues and customer complaints
* Regularly conducted office inventory level checks to anticipate the depleting stock and prepared accurate purchase list for the concerned vendor

**Education:**

* Associate's Degree in Office Management  
  Lindelwood University, Saint Charles, MO  
  2013

**Reference:**

On request.