

EXPERIENCE**Frost, PLLC, Little Rock, AR**

Dec 2014–present

Receptionist / Administrative Assistant

Greeted and assisted clients, delivery personnel, and co-workers
Answered multi-line phone system and transferred calls in main office and satellite locations
Sent/received e-mails, scheduled meetings, and conference calls in Outlook 2010
Sent/received packages via courier and FedEx
Advised Administrative Assistants with documents, proposals, and spreadsheets
Assisted HR manager with new hires, employee packets, filing, and evaluation forms
Maintained Excel spreadsheets for relief/mail schedules, recruiting, and hiring procedures
Planned monthly Sam's & birthday cake orders, yearly recruiting events, and holiday office parties

Robert Half OfficeTeam Division, Little Rock, AR

July 2014–Dec 2014

Temporary Agent**Receptionist at a CPA Firm in Little Rock - Sep 15, 2014 - Dec 12, 2014**

Answered calls and transferred clients using a 99-extension phone line
Sent/received e-mail, viewed conference room schedules, and maintained office tasks using Outlook 2010
Filled out courier slips and package information / Validated parking
Planned monthly birthday cake orders, recruiting events, and holiday office parties

Receptionist at a Title Company in Little Rock - Jul 10, 2014 - Sep 12, 2014

Greeted and assisted clients
Answered calls using a two line Toshiba phone system and transferred client calls
Sent and Received e-mail and viewed daily schedule on Microsoft Outlook 2010
Created address labels, weighed mail for postage, and sealed for delivery

UAMS Bookstore, Little Rock, AR

Aug 2011–Sep 2011

Temporary Retail Clerk

Greeted customers upon entry to the store
Answered Bookstore phone and customer inquires
Created, maintained, and audited Microsoft Excel spreadsheets
Audited receipts for customer overcharge reimbursements

EDUCATION**Academy of Art University, San Francisco, CA**

2009–2014

A.A. Web Design: New Media **GPA 3.92****VOLUNTEERISM****CF Foundation, Little Rock, AR**

2014–2015

Volunteer

Entered sponsor data into spreadsheet
Event set up/clean up, server, and silent auction attendant for Taste of the Finest
Organized and cleaned office and closets

American Cancer Society, Little Rock, AR

2014–2015

Volunteer

Set up, silent auction, and clean up for Summer in the City: Nashville Gala
Organized event closet using bags, boxes, shelves, and labeling items

American Red Cross, Little Rock, AR

2010–2012

Volunteer

Designed binders to organize files
Basic clerical duties: filing papers, creating folders, organizing documents, and maintained spreadsheets

SKILLS / SOFTWARE

| | | | |
|------------|-----------------------|------------------|--------------------------|
| HTML5/CSS3 | Adobe Creative Suite | Microsoft Office | Outlook |
| WordPress | Acrobat | Word | Publisher |
| FireFTP | Photoshop/Illustrator | Excel | Intranet Interface |
| FileZilla | InDesign | PowerPoint | General Office Equipment |

ACHIEVEMENTS

- Universal Class Certificate in Microsoft Office 2010, Event Planning 101, and Admin Assist Fundamentals 2013
- Easter Seals Volunteer of the Year award 2012
- Selected for annual Spring Show at the Academy of Art University May 2009

References and PDF Portfolio available upon request