

K I M B E R L Y J O H N S O N

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ADMINISTRATIVE ASSISTANT

Highly motivated professional with more than 12 years of experience in customer service and administrative support. Able to work under pressure and pay close attention to detail in fast-paced, time sensitive environments. Adept in prioritizing work and completing multiple, concurrent assignments in a timely and professional manner. Skilled in MS Word, Excel, Power Point, Outlook, Kronos, PeopleSoft, and Internet Research.

- Customer Service
 - Detailed Oriented
 - Troubleshooting
 - Multi-Tasking
 - Organization
 - Negotiation
 - Problem Solving
 - Accounting Functions
 - Strategic Planning
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PROFESSIONAL EXPERIENCE

XYZ Corporation, Atlanta, GA

Jun 2005 to Present

Administrative Assistant

- Reduced costs 25% by conducting comprehensive audits on costs and expenses.
- Hired and trained 25 employees, created and implemented training programs, processed new hire paperwork, and documented performance to ensure company compliance.
- Saved company money by performing cost analysis of current networks and recommending restructuring and enhancements.

ABC Corporation, Atlanta, GA

Sep 1999 to Jun 2005

Administrative Assistant

- Enhanced customer service by delivering immediate follow up and proactively addressing service issues to avert future problems.
- Created and implemented systems to increase efficiency and productivity within the department.
- Promoted from Receptionist to Administrative Assistant within 6 months.

ABC Corporation, Atlanta, GA

Jan 1998 to Sep 1999

Customer Service Representative

- Achieved 100% customer service compliance score in 2000, 2001, 2002, and 2004.
 - Awarded "Customer Service Representative of the Year" in 1999.
 - Delivered personal attention to customers to ensure high level of satisfaction, generate repeat clientele, and encourage word of mouth referrals.
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EDUCATION

Bachelor of Art in English

Georgia State University, Atlanta, GA (2003)