

Resume 705

Objective: To secure a part-time office position with your company utilizing my *Administrative Office* and/or *Receptionist/Cashier* skills and experience

Summary of Qualifications:

- Over 15 years' experience providing excellent administrative and general office work in a variety of settings
- Experienced using all office equipment including multi-line phone systems, copiers, fax machines, and postage-metering machines
- Familiar with all aspects of filing systems, especially medical records
- Multi-tasks and completes all projects on or ahead of schedule
- Experienced using computers, Windows, MS Office, Internet research, and email
- Types 40+ WPM, accurately
- Strong communications and problem-solving skills

Professional Experience:

05/2022 – 09/2022

Cashier

Goat Island State Park, Niagara Falls, NY

- Greeted visitors/tourists in a very friendly manner from all over the US and the world, and provided information on local sites and attractions
- Sold time-scheduled tickets for The Cave of The Winds and the Trolley Bus
- Accepted cash and credit card payments, and made correct change at all times
- Did a report on cash and charge intake, and balanced the drawer daily

03/2018 – 06/2022

Cashier

Niagara Adventure Theatre, 1 Prospect Park, Niagara Falls, NY

- Provide excellent customer service to tourists/public, including directions to local attractions and Canadian attractions, local eateries, transportation services, etc.
- Sell tickets to patrons, and accept cash and credit card payments – balance cash drawer at day's end, and create computer report for Operations Manager
- Answer multi-line phone and provide information to the public about events in the theatre
- Check reservations, make photo-copies, and send faxes as needed

01/2016 – 01/26/2018

Receptionist

Niagara Falls Neighborhood Housing, Niagara Falls, NY

- Warmly greet customers at front desk and direct them to appropriate department / personnel
- Answer multi-line phone system, transferring calls, taking messages, etc.
- Receive rent checks from customers, handle cash transactions, and issue receipts
- Perform all the duties of a busy office, including typing, sorting mail, data entry, filing documents, photocopying, shredding confidential docs, etc.

06/2013 – 01/2016

Customer Service Representative

Niagara Falls Memorial Medical Center, Niagara Falls, NY

- Greet customers at front desk, determine nature and purpose of their visit, and direct or escort them to the appropriate destination
- Answer phones, take messages, and transfer calls
- Coordinate large mailings, ensuring that they are distributed in a timely fashion; make copies, collage material, and deliver to various departments
- As member of the escort department, transport paperwork, bloodwork, and other confidential material between the departments as needed
- Assist with the transportation of patients from their homes to the hospital or doctors' offices; collect cash from patients and turn it in to the cashier office at the end of the day; assist the driver with directions and make calls to patients giving ETA

07/2013 – 12/2013

Retail Clerk

The Children's Place, Factory Outlet Mall, Niagara Falls, NY

- Warmly greeted customers and always provided prompt and courteous service
- Stocked and faced merchandise, and maintained store cleanliness

11/2005 – 08/2011

Administrative Assistant / Receptionist

Niagara Cerebral Palsy, Niagara Falls, NY

- Greeted patients and their families and received payments for physicians' services
- Scheduled appointments and follow up appointments as necessary
- Created copies of patient's paperwork and filed accordingly
- Set up records for new patients and mailed paperwork to them
- Prepared and produced daily and monthly statistical reports
- Inventoried office supplies and re-ordered as needed

1/2005 – 4/2011

Administrative Assistant / Receptionist

Niagara Falls Memorial Medical Center, Niagara Falls, NY

- Greeted patients and their families and received payments for physicians' services
- Answered inbound calls and routed calls to appropriate personnel
- Created copies of patient's paperwork and filed accordingly
- Set up records for new patients and mailed paperwork to them
- Prepared patient charts for next day appointments
- Supplied petty cash to cashiers to facilitate change for co-pays

7/1997 – 10/2004

Mailroom Specialist

TeleTech Holdings Inc., Niagara Falls, NY

- Sorted and classified incoming mail and delivered throughout the facility to various departments accordingly
- Answered inbound interdepartmental calls to supply information regarding mail or to setup P.O. boxes
- Ordered the postage funds to replenish the postage meter
- Assisted other departments to complete special projects as requested

Education:

Administrative Assistant Certification

National Business Services Alliance

Receptionist Certification

National Business Services Alliance

Customer Service Representative Certification

National Business Services Alliance

Data Entry Certificate

Bryant and Stratton

Typing and Bookkeeping Certificate

Niagara Falls High School, Niagara Falls, NY

Diploma

Saint Mary's High School, Tralee, County Kerry, Ireland