
NAME SURNAME

Address | Phone | E-mail

Information Assistant:

Essential

1. An excellent telephone manner and good interpersonal skills;
2. Demonstrated commitment to quality client service;
3. An ability to relate to people from diverse backgrounds and cultures;
4. An ability to provide accurate and timely referral information;
5. Experience in a reception/office environment;
6. Ability to organize and prioritize workloads;
7. Excellent word processing, data entry and Internet search skills;
8. Experience of financial record keeping, invoicing, and ordering;
9. Demonstrated experience of MS Word, Access and Excel and knowledge of EEO/AA principles.

Desirable

1. Previous experience in a tertiary education or library environment;
2. Experience in collecting, organizing, and presenting information using the Internet.

Responses to Selection Criteria

ESSENTIAL

1. An excellent telephone manner and good interpersonal skills.

Throughout my career, I have worked on various positions with related responsibilities, including Administrative Assistant, Communications Assistant, and Office Manager. Thus, I am able to perform as the first point of contact by representing the company in a positive manner and communicate with clients to identify their needs and provide with all the information on the organization's services. My working background also includes Sales Representative Role in the Call Center environment. At this position, I answered anywhere from 100 to 200 calls a day and successfully turned non-sales calls into sales calls, while making over 200 outbound sales cold calls at the same time. I also effectively managed high-volume phone inquiries and resolved any complaints and issues in a professional manner. With all the experience in this field, I have developed my interpersonal and communication skills as well as become proficient in time and task management, which help me always demonstrate impressive results.

2. Demonstrated commitment to quality client service.

As it was mentioned above, I have possessed broad experience in Customer Service and successfully provided high-level assistance to clients. While supporting the clients, I ensured maximum sensitivity and responsiveness to all customer inquiries and recorded all customer and call history information accurately on electronic data system. I have developed exceptional listening skills to determine issues and maintain quality control/satisfaction records, constantly seeking new ways to improve customer service. I have also obtained in-depth knowledge in selecting a correct approach to every person, finding compromises, and solving problems in the most favorable manner for all parties involved. This background allows me to select effective solutions by avoiding complaints and misunderstandings. Moreover, I was recognized by the top management for demonstrating outstanding workflow performance and awarded twice as an Employee of the Month. My natural ability to establish rapport with a diverse range of customers enables me to provide a service that is both personalised and respectful.

3. An ability to relate to people from diverse backgrounds and cultures

While receiving my Bachelor of Arts in International Communication, I studied in the international class, including students from 14 different countries. We completed lots of projects together, prepared learning labs as well as field work. When communicating with them, I have learned how to find a right approach to people from diverse cultures. Thus, I can work in an international environment and build strong working relationships with team members. My experience in the Call Center includes collaborating with people of different age and circumstances as well. Consequently, my ability to collaborate with people from other cultures has a positive impact on further communication skills and overall service to all the customers.

4. An ability to provide accurate and timely referral information

During my career, I have promptly composed, prepared, edited, and distributed correspondence as well as other important documents. As an Administrative Assistant, I collaborated with the management team to create and post weekly and monthly reports for leadership and administrative teams, as well as acted as a liaison between all departments to ensure proper communications and reporting practices.

Being a responsible and reliable person with strong organizational and detail-oriented skills, I know how to prepare all the requested information within strict deadlines. To ensure this, I regularly use a variety of software applications to prepare accurate presentations, reports, and correspondence. For one, I have found some mistakes in a monthly report and was recognized by the top management for delivering high-quality service.

5. Experience in a reception/office environment.

I spent two years in Office Manager role, and six months of the part-time job as an Administrative Assistance. I participated in management activities of the office workflow and administrative processes to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors, or problems.

My working experience at these positions involved assisting managers and executives with scheduling appointments and events to ensure excellent business performance. I actively screened telephones and directed calls to appropriate staff members as well as independently sorted mail. I performed as a liaison between departments, including scheduling and organizing project activities, providing project support by coordinating research activities. My responsibilities included expediting procurement and maintaining an inventory of office supplies and equipment as well as controlling paper and electronic filing systems.

6. Ability to organize and prioritize workloads

I have developed task and time management skills and ability to organize and prioritize work to meet organization's needs and exercise proper judgment in making decisions in order to complete all the tasks within strict deadlines. With my critical and analytical thinking abilities, I can quickly evaluate the situation and find effective solutions to deal with the challenge. I know that multitasking is an efficient way of getting things done, but I believe the truth is that we do better when we focus and concentrate on one thing. I am proficient in planning and scheduling, which are the essential time management skills because they allow you to foresee all the tasks required to complete a project. With the natural ability to inspire and motivate people, I am able to help colleagues to organize their workloads to achieve personal and company's goals.

7. Excellent word processing, data entry and Internet search skills

During my six months' Internship program, I was effectively performing as a Communications Assistant and researching, drafting copy for publications, articles, press releases and website content. I was also conducting background research for industry-specific stories and articles, analyzing a vast amount of information, and searching information details on the Internet with the use of various techniques. My duties included supporting of the electronic document handling systems, ensuring copyright and trademark consistency throughout all documents, and managing update processes to assure currency throughout documents and Web pages. I prepared multiple management reports and succeeded in maintaining files records properly. Hence, I have developed word processing, data entry, and Internet search skills and am able to perform diverse related duties.

8. Experience of financial record keeping, invoicing, and ordering

As Sales Representative in the Call Center, I successfully processed accounts receivable, assisted in reconciling accounts payable, and followed up with customers regularly regarding services scheduled and payments. I have researched billing issues and misapplied payments as well as prepared complex reports and recorded all the financial information.

While performing as an Office Manager, I monitored and supervised contract provisions and invoices in a timely and accurate manner. With this experience on both positions, I have obtained profound knowledge of financial record keeping, invoicing, and ordering.

9. Demonstrated experience of MS Word, Access and Excel and knowledge of EEO/AA principles.

In my previous roles, I regularly used MS Office Suite for my daily tasks. For example, I made calls and tracked orders in Microsoft Excel, Access, and Word while scheduling appropriate appointment times to close customers simultaneously. Also, I prepared various presentations for weekly meetings, using Microsoft PowerPoint.

I truly understand the principles of EEO and AA and why they exist. EEO attempts to ensure that all applicants, males-females, and all races have a fair opportunity in a hiring process, in competing for promotions, and equal access to training/professional development opportunities. As for Affirmative Action, it is a remedy to address past practices of discrimination. As mentioned above, I studied with students from 14 different countries as well as communicated with clients later on. Such experience helps me understand better and follow EEO and AA principles at work.

DESIRABLE

1. Previous experience in a tertiary education or library environment.

While at university, I was working part-time in the library at the campus for one year. I actively interacted with 1K+ students for check in and helped in the perusal of books. My responsibilities include overseeing and managing items from the library collection, including books, periodicals, references, catalogs, magazines, etc. while proactively shelving and organizing books, working to ensure loss prevention.

2. Experience in collecting, organizing, and presenting information using the Internet.

Both my working experience and Bachelor's degree in International Communication prove my ability to deal with a vast amount of information. I can easily find required information on the Internet and conduct detailed analysis, then collect and organize it in the well-written report. As a Communications Assistant, I have performed information management duties and always demonstrated excellent results.