

## Office Manager Summary

- Recent graduate with strong customer service and administrative skills, increasing efficiency by 15%.
- Experience in customer support, volunteer work, and hospitality.
- Proficient in Microsoft Office Suite, with excellent booking and organizational abilities.
- Volunteer at local food bank, 3.7 GPA, recipient of "Dedicated Volunteer" award.

## Work History

### Customer Service Representative Apex Solutions

January 2023 - May 2023

- Handled customer inquiries and resolved issues, maintaining a 95% satisfaction rate.
- Managed booking and scheduling for service appointments, increasing efficiency by 15%.
- Utilized Microsoft Office to create reports and track customer interactions.

### Volunteer Intern Help Community Center

June 2022 - December 2022

- Assisted in organizing community events and managing bookings.
- Developed an electronic filing system, improving record-keeping accuracy.
- Trained new volunteers on administrative tasks and office systems.

### Server Antonio's Restaurant

September 2021 - May 2022

- Provided excellent customer service in a fast-paced environment, ensuring customer satisfaction.
- Managed bookings and table arrangements, optimizing seating efficiency.
- Trained new staff on service procedures and point-of-sale systems.

## Education

### Bachelor of Business Administration Chicago State College

September 2019 - May 2023

## Skills

#### Customer Service



#### Office Management



#### Microsoft Office Suite



#### Booking and Scheduling



#### Training and Development



## Interests

- Volunteer Work
- Traveling
- Photography