

## Resumagic.com Sample Resume: Secretary / Clerk

# Jane Jobseeker

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## Summary

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Eighteen years experience in fast-paced environments requiring a self-starter with effective secretarial, administrative, and technical skills. Strengths include:

- **Accounting:** Accounts Payable & Receivable, Payroll, Billing and Collections, and Financial Reports
- **Administrative:** Type 50 wpm; 10-key by touch, office management, file and database management, multi-line telephones, data entry, shipping, and purchasing; excellent computer skills
- **Communication:** Telemarketing; phone support; extensive experience with public in insurance, retail, government, and Internet environments; have been commended for providing excellent customer service

## Work Experience

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### **Payroll and Billing Clerk, NAME OF COMPANY, City, ST** **2001 to 2002**

- Processed payroll and expense accounts for approximately 50 employees and maintained AP and AR
- Completed monthly billing for 120 clients and for the [State] Department on Aging and Rehabilitation
- Provided customer service for area health departments; assisted elderly in resolving complaints and problems

### **Marketing Manager, NAME OF COMPANY, City, ST** **2000 to 2001**

- Performed general office duties and accounting functions -- entered P/O's, A/P, A/R, invoices, cash receipts, made deposits, reconciled check register, prepared payroll and sales tax forms
- Obtained State of [state] license to sell insurance and gave insurance quotes to customers and wrote insurance policies
- Assisted owner in planning and implementing several major mail and telemarketing campaigns aimed at existing and potential customers; campaigns were successful and resulted in reaching sales goals for the quarter
- Completed several [Company Program] in Customer Service seminars

### **Customer Service Representative, NAME OF COMPANY, City, ST** **1998 to 2000**

- Managed 18 telephone lines, processed orders, and handled shipping
- Created method of improving customer service and turn-around time by designing new forms and relaxing the return policy
- Completed sales clinics on marketing to colleges and universities; increased sales \$150,000 by winning school accounts
- Received numerous letters of recommendation from customers for professionalism

### **Internet Accounts, NAME OF COMPANY, City, ST** **1996 to 1997**

- Provided customer service and maintained customer accounts
- Posted payments, completed mass mailings to customers, and compiled profitability reports
- Designed websites for 25 small business clients

### **Office Manager, NAME OF COMPANY, City, ST** **1985 to 1989**

- Completed payroll, maintained A/R and A/P, ordered supplies, and purchased equipment
- Typed general correspondence, letters, reports, purchase orders, and expense sheets
- Earned vocational certificates in both nursing and dental fields while working full-time

## Technical Skills

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**Hardware:** IBM PC-XT, AT, PS-2; PC clones: Acer, Dell, Gateway, HP9000, IBM 36/38/AAS400, Macintosh

**Operating systems:** Windows NT/98, Novell 2.15 - 4.1; Mac OS 8.6, DOS, Win 95, Win 98, ME 2000, Windows XP

**Languages:** C, PL/SQL, Java, Java Script, HTML, HTTP/1, Pop Server, TCP/IP

**Applications:** MS Word, Excel, PowerPoint, Outlook, Scheduler, Publisher, Turbo Tax, Quicken, QuickBooks, QuickBooksPro, Peachtree, World Ship, Coffee Cup, Corel Draw Pro and FrontPage

## Education & Licenses

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Certificate, **Nurse's Aide**, [Name of College], City, ST **1986**

Certificate, **Dental Assistant**, [Name of] Dental Academy, City, ST **1987**

**Insurance Producers License**, State of [State]