

# LAUREN SAMPLE

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## HUMAN RESOURCES ADMINISTRATOR

- ♦ Client Relations Management
- ♦ Cost Containment & Control
- ♦ Accounts Payable/Receivable
- ♦ Training and Coaching
- ♦ Detail Oriented
- ♦ Creative Problem Solver
- ♦ QuickBooks Payroll Processing
- ♦ Quality-Driven Communication
- ♦ Proposals, Quotes, & Invoicing

## PROFESSIONAL EXPERIENCE – OVERVIEW

**Dynamic and performance-driven administrative professional with strong organizational, customer service, and communication skills. Multi-disciplinary industry expertise with emphasis in records management, payroll processing, accounts payable and receivable.**

- ♦ Distinguished performance maintaining timely and accurate financial reporting, including accounts payable and receivable.
- ♦ Completed accurate calculation and processing of payroll, managed billing, invoices, proposals and files for large corporate accounts.
- ♦ High-impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members, and top-tier executives.
- ♦ Compiled and itemized proposals utilizing QuickBooks software to create streamlined documentation for potential client accounts.
- ♦ Operated high-volume switchboard and maintained daily direct and indirect client relations operations including acting as point of contact when customers call in, providing company information and forwarding appropriately, based on needs.
- ♦ Facilitated customer satisfaction through immediate resolution of conflicts for strengthened client retention and loyalty.
- ♦ Provided high-level administrative support and managed organizational policies and procedures.
- ♦ Drove customer loyalty initiatives and productivity gains through effective and efficient customer relationship management.

## WORK EXPERIENCE

Office Manager	MSC Mechanical, Callahan, FL	Present
Trainer	Curves, Callahan, FL	8/05 to 1/06
Teller	Compass Bank, Fernandina Beach, FL	5/05 to 8/05
Teacher	Jumping Jax Daycare, Hilliard, FL	1/05 to 3/05
Customer Service Rep.	Hollywood Satellite TV, Callahan, FL	6/04 to 1/05
Waitress	Ruby Tuesdays, Jacksonville, FL	5/04 to 6/04

## COMPUTER PROFICIENCIES

**Microsoft Excel, PowerPoint, Word, Outlook, Blackboard and QuickBooks**

## PROFESSIONAL DEVELOPMENT

**Associate of Arts, Florida Community College at Jacksonville  
Bachelor of Science in Psychology, Liberty University – *In progress***