

FUNCTIONAL RÉSUMÉ

Leslie A. Rider

PRESENT ADDRESS
City, State/Province Zip/Postal Code
Telephone Number
E-mail Address

Professional Profile

Administrative support professional with five years of experience in the service industry. Dependable and trustworthy. Committed to exceptional customer care. Service-minded and detail-oriented with the ability to multi-task effectively.

Skills Summary

- Proficient in Microsoft Office Vista
- Strong Oral and Written Communication Skills
- General Office Skills
- Service and Customer Relations
- Accounting/Bookkeeping
- Report Preparation
- Account Billing and Collection
- Problem Solving

Professional Experience

- Prepare weekly and monthly usage reports for ten corporate locations.
- Handle monetary transactions. Complete up to \$5,000 in transactions daily.
- Arrange and verify pre-order requests.
- Respond to customer requests for information.
- Invoice customer orders.
- Research and resolve billing discrepancies.
- Collect past-due accounts.
- Assist customers with payment arrangements.
- Provide customer service training to all new hires.
- Assist other team members in immediate and long-term assignments.

Software Proficiencies

Microsoft Office– Word, Excel and PowerPoint
Accounting Software – Peachtree and QuickBooks

Work History

Administrative Clerk, Jones Industries, City, State/Province, 2005 to Present
Customer Service Representative, Video Warehouse, City, State/Province, 2003 to 2005

Education

Francis Tuttle Technical Institute, City, State/Province
Certified Administrative Assistant

References available upon request.