

# Secretary Resume Sample 2

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## **Pamela J Jones**

56 Ritter Street, Anniston, Alabama 36201

*pamela.jones@email.com*

(256) 310 7273

## **A. Summary**

Highly trained secretary with extensive experience in the clerical and administrative fields. Extensive analytical, organizational, and communication skills, with over 5 years of experience as a front desk secretary and executive secretary for different companies. Expert at handling front end responsibilities, having soft skills, and using active listening skills to solve problems and inquiries in a timely fashion.

## **B. Working Experience**

**May/2014 – Present – Royal Caribbean Cruises Ltd. – Miami, Florida**

### **Responsibilities:**

- In-depth knowledge of internal software programs, and of company's policies and procedures;
- Coordinate new secretaries and employees until they get used to the job description, tasks, and responsibilities;
- Be in charge of different executive procedures and policies;
- Be the manager's assistant during business-related trips;
- Answer calls and redirect them to the right departments;
- Take care of filing system, be them virtual or physical;
- Prioritize and classify information;
- Maintain clients' and company's private information;

### **Achievements:**

- Was named employee of the month four months in a row.

**February/2011 – May/2014 – Legal Search Solutions, Inc. – Florida**

### **Responsibilities:**

- Know all the legal aspects related to the tasks performed on a daily basis;
- Organizing, producing, and maintaining legal documents;
- Handle billing and financial issues;

- Keep up to date with the company's information, and changes in policies and services offered to different clients;
- Handle travel arrangements;
- Process expenses;
- General office duties;
- Schedule and organize timetables;
- Multitask to meet tight deadlines;
- Greet and welcome guests and clients;

#### **Achievements:**

- My organizations skills have been praised countless times, which led to me getting a bonus in some months.

### **C. Education and Academic Training**

Bristol Tennessee High School, Bristol, Tennessee, 2009.

### **D. Job Related Skills**

- In-depth knowledge of typical clerical and administrative policies and procedures
- Excellent organizational skills
- Multi-tasking abilities
- Capacity to prioritize and meet deadlines in a professional manner
- Ability to deliver pertinent solutions in a fast paced environment
- Proven ability to handle inquiries, process orders, be in command of supplies, and answer emails in a prompt manner
- Handle transactions, clients' and staff's personal information, and include it in the system
- Proficiency in Office Pack
- Keep up with equipment changes
- Computer savvy

### **E. General Skills**

- Pro-active attitude
- Quick learner
- Financial and billing skills
- Adaptability to changes
- Punctual nature
- Bilingual: fluent in French and English