**Emily M. Richardson**

3468 Vineyard Drive

Chesterland, OH 44026

Phone: 440-192-6927

Email: emily.richardson@anymail.com

**Job Objective:**

Enthusiastic, dynamic and dedicated Junior Secretary seeking an opportunity with an organization to utilize my skill-set in performing administrative, clerical, and secretarial duties, and providing exceptional customer service.

**Summary of Skills:**

* Extensive experience in performing administrative duties and adept at answering calls, responding to mails and organizing files
* Adept at understanding client complaints, taking messages and escalating issues to the concerned department
* Sound knowledge of office management tasks and ability to perform the assigned clerical duties within the allotted time
* Expertise in maintaining calendars, setting up conference meeting rooms, making travel and accommodation arrangements
* Familiar with managing inventory supplies and performing duties related to faxing, photocopying, or scanning of documents
* Proficiency in using various computer applications, including MS Office Suite
* Capable of performing multiple tasks efficiently and prioritize duties under pressure
* Ability to gel well in a team and possesses excellent written/verbal communication skills

**Work Experience:**

Junior Secretary

Pike Corporation, Chesterland, Oh

February 2017 – Present

* Collecting, compiling, and updating office database
* Taking and executing orders from the senior secretary and reporting the status
* Checking the calendars of the company's senior executives before scheduling appointments
* Taking stock and preparing a list of the shortage items for office use and submitting it to the purchase department
* Organizing and managing documents, making conference room arrangements for the meetings, and setting up projector in the room
* Coordinating with the human resource department in planning and organizing company events
* Making travel and accommodation arrangements for company staff, senior executives or clients for outdoor meets

Administrative Assistant (part-time)

Sankara Technologies, Chesterland, OH

December 2015 – January 2017

* Greeted employees, clients and visitors warmly, and escorted them to the senior executives' cabin for their prefixed appointments
* Answered telephone calls from clients, took messages and ensured they are conveyed to the concerned personnel for timely resolution of issues
* Coordinated with various teams to type correspondences including emails, letters, memos and signing of authorized agreements from both the parties
* Maintained client database related to their subscription of company's different products and sent timely reminder notifications for renewals on mail
* Schedule monthly meetings for clients and vendors, and training programs for employees
* Performed faxing, scanning and photocopying important documents
* Responded to and escalated clients' complaints to the concerned department to ensure solutions in minimal time

**Internship:**

Administrative Intern

Frank's Clothing Store, Chesterland, Oh

August 2014 – November 2015

* Answered phone calls from customers to solve their doubts and informed prospective dates when their orders would be ready
* Performed various clerical duties, including compiling records to prepare reports on monthly sales, and suggested innovative schemes for boosting business profits
* Assessed the stock of apparels on the shelves to prepare list of items in shortage particularly during the festive season
* Researched fashion trends in the market and informed the store supervisor to ensure availability of the apparels at the store to attract customers
* Inspected orders received from vendors, segregated items damaged in the transit, and prepared credit note
* Coordinated with the store cleaners to ensure the shop premises are tidy and look presentable throughout the business hours

**Education:**

* Associate's Degree in Office Management   
  Ursuline College, Chesterland, OH   
  2014
* High School Diploma  
  West Geauga Middle School, Chesterland, OH   
  2012

**Reference:**

On request.