**Kaylie Preisig**

Administrative Assistant

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**Summary**

Efficient office administrative assistant with 6+ years of experience, seeking to make life easier at Arntworks Inc. At D&DSB, cut clerical errors 25% and raised client retention 18% through speedy complaint resolution. At DGMC, helped collect 20% quicker by implementing automated payment reminders.

**Experience**

**Administrative Assistant, 20XX–20XX, Diversi & Doherty Steel Buildings**

* Handled office administrative assistant duties for a busy manufacturing firm. Coordinated shipping and maintained customer relationships.
* Managed correspondence, reports, and scheduling with MS Office. Slashed clerical errors 25%. Saved $5,000 a year with improved scheduling accuracy.
* Executed CRM data entry on all sales orders. Relayed orders to shipping department. Spotted a tax calculation error that saved $18,000 annually.
* Screened and replied to customer emails. Boosted client retention by 25% by resolving complaints 45% faster than previous company average.

**Administrative Assistant, Dry Gulch Medical Clinic, 20XX–20XX**

* Performed all administrative assistant duties in a fast-paced medical clinic.
* Slashed clerical errors 55% by sourcing new data entry automation software.
* Communicated with patients and insurance companies.
* Increased patient comment scores 15% with new waiting room process.
* Contributed to 20% faster collections with automatic payment reminders.

**Freelance Office Assistant, 20XX–20XX**

* Performed multiple office assistant duties in 12 freelance and temp positions.
* Used MS Office to compose 50+ company documents.
* Performed CRM data entry on customer orders.
* Responded to client emails and answered phones.
* Commended 7x by managers for good attitude and time management.

**Education**

BA, Liberal Arts, Gateway Community College

20XX–20XX

**Skills Proficiency**

* Typing Speed: 95 WPM
* 10-Key Data Entry Speed: 9,500 KPH, Zero Errors
* MS Office: Scored 95%+ on 4 Employ Test Exams.

**Volunteer Work**

* Organize two fundraisers per year, Maricopa County Animal Shelter
* Volunteer event organizer, MIHS Pharmacy

**Skills**

* Hard Skills: Customer Relationships, Billing, Shipping, Event Coordination, Travel Planning, MS Office
* Soft Skills: Verbal Communication, Written Communication, Friendliness, Organization