

## HIGHLIGHTS

Over the past 11 years, I have completed a number of Business Certificates i.e. Legal Secretarial, Business Studies etc. which has enabled me to become very proficient at all aspects of Office Administration. I have held a number of office positions such as a Receptionist, Data Entry Clerk, Legal Secretary (and up until very recently I have been currently conducting) my own very successful Virtual Assistant business.

## SUMMARY

I am a highly motivated, responsible, hard-working, and reliable virtual assistant, who has over 11 years' experience as a Receptionist. I have a proven ability to learn new skills in a small amount of time. I gain knowledge of new programs and software quickly. I am seeking a position in a Medical Centre or Legal Firm, both Full-time and Part-time, where I can bring immediate value and strengths whilst developing my current skills.

## PROFESSIONAL EXPERIENCE

### **Kively Office Assistants Online** **Owner September 2008 – Present**

- Achieved status as demand Virtual Office Assistant (Administration Receptionist) providing administration duties to small businesses and Medical GP's
- Demonstrated ability to run own Business
- Demonstrated the ability to learn different organisational processes and work flows
- Demonstrated the ability to learn new programs such as loan alert and Medical Patient Information (Medicare Research)

### **Various temporary agency assignments** **June 2005 – Present**

#### **Administration skills**

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- File and maintain records.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Demonstrated ability to learn different organisational process, workflows, policies and procedures of numerous companies
- Handled a range of administration support and office management functions for Youth Focus to Specialist Doctors.

- Perform administrative support tasks, such as proofreading, transcribing handwritten information
- Schedule appointments and maintain and update appointment calendars.
- Process and prepare memos, correspondence, travel vouchers, or other documents.

### **Financial skills**

- Receive payment and record receipts for services.

### **Technology and computing skills**

- Operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Learning Medical Windows, Genie and Zed med
- Transmit information or documents to customers, using computer, mail, or facsimile machine
- Microsoft Office
- MYOB

### **Peter Brindal & Co**

#### **Legal Assistant December 2004 - September 2005**

- Receive and place telephone calls.
- Schedule and make appointments.
- Make photocopies of correspondence, documents, and other printed matter.
- Draft and type office memos.
- Prepare and distribute invoices to bill clients or pay account expenses.
- Review legal publications and perform database searches to identify laws and court decisions relevant to pending cases.
- Open and close firm
- Greet Clients
- Prepare Trial Information
- Researching information on Clientele
- Audio transcription

### **EDUCATION**

#### **Certificate in Legal Secretary, Aug 2007**

*Thomson Education Direct*

#### **Various Business certificates, Jul 2001**

*Southwest Regional College of Tafe*

- Certificate III in Business Studies
- Certificate III in Small Business Administration
- Certificate II in Business ( Accounts Receivable and Payable Clerk)
- Certificate II in Business ( Payroll Clerk)

### **PROFESSIONAL SKILLS**

- Business Plan (Intermediate)
- Data Entry Numeric (Expert)
- Data Entry Alphanumeric (Expert)
- Data Entry 10 Key (Expert)
- Filing/Records Management (Intermediate)
- Front Desk Receptionist (Intermediate)

#### **ACCOUNTING:**

- Fresh books
- MYOB V9-V19
- ZOHO CRM/Invoices

#### **MICROSOFT PROGRAMS:**

- Words 2010 (Intermediate)
- Excel 2010 (Intermediate)
- Outlook 2010 (Intermediate)
- One Note
- Power Point
- Works

#### **MEDICAL SOFTWARES:**

- Medical Windows
- Medwin
- Zedmed
- Genie
- PPMP
- Medical Disputing Services

#### **OTHER PROGRAMS:**

- DFIS/DFMS
- DMS (Document Management System)
- Ellipse (MIMS)
- Loan Alert