

Lance Mealer

Cell: 470-723-8697

Email: blancemealer@gmail.com

OBJECTIVE

Highly qualified and dedicated Customer Service / Administrative professional with extensive administrative support experience. Leverages finely-honed interpersonal and time management skills to successfully streamline workflow productivity to achieve the goals and objectives of executive staff. Energetic and detail-oriented with a genuine passion for business administration and a well—rounded background in supporting a progressive organization in optimizing internal support performance. Currently seeking a senior-level Customer Service / Administrative Support position.

KEY STRENGTHS

Customer Services
Database Management

Staff Supervision
Organizational Management

Client Relations
Detailed Oriented

CORE COMPETENCIES

- Skilled in establishing rapport with customers in both limited and extended interactions
- Adept in solving complex billing and technical issues within company guidelines and to the customer's satisfaction
- Proven ability to actively listen and provide first call resolution to customers
- Able to think 'outside the box' to provide satisfactory solutions to unusual customer issues
- Ability to communicate effectively with all levels (Faculty, Staff and Student populations)
- Experienced in defusing & resolving issues favorably for both clients & library
- Adept at evaluating situations to determine best course of action
- Adept in resolving customer complaints to their satisfaction while remaining cost effective
- Able to build customer rapport during brief interactions as well as extended customer contact
- Designed and implemented customer surveys in order to obtain feedback and improve services
- Trained in providing succinct and detailed information on customer files, in both written and electronic format
- Experienced in scheduling necessary follow-up to ensure customer satisfaction
- Handled scheduling of candidates and client meetings for account managers and CEO
- Maintained company website, job postings and social network postings
- Processed expenses and commission reports for upper management and payroll
- Ensured all data entry was completed within a timely manner for account managers to access
- Assisted with marketing packets and presentations for both clients and candidates
- Processed timecards and issued purchased orders accordingly using QuickBooks 2008
- Negotiated vendor contracts for supplies, equipment, maintenance and marketing materials
- Processed and assigned work orders from clients to account managers to fill
- Designed and Implemented electronic and paper filing system for both candidates and clients
- Acted as liaison with PEO for human resource processing of new hires and semi-monthly payrolls
- Created, designed & implemented training courses for student assistants & administrative new hires
- Developed and wrote student training manual and handbook for new student assistants
- Presented orientation and new hire training classes to various level employees
- Processed bi-weekly and semi-monthly payrolls for contractors and employees

TECHNICAL SKILLS

Microsoft Word
Microsoft Outlook
Peachtree Software
Inter Library Loan
ARIEL

Microsoft Excel
CRM Billing & Work Order System
SAP Software
Reference Desk
Odyssey System

Microsoft Power Point
QuickBooks
Technical Service
Voyager
OCLC System

EDUCATION

Clayton State University
Bachelor of Science in Integrative Studies
Minor in Business, Minor in Marketing

MAY 2012

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PROFESSIONAL PROFILE

Walt Disney World Travel <i>Reservation Sales Agent</i>	AUG 2014 – DEC 2014
AID Atlanta <i>Program Coordinator</i>	SEP 2013 – JUN 2014
Robert W. Woodruff Library <i>Interlibrary Loan Assistant</i>	FEB 2013 – SEP 2013
GEICO Indemnity <i>Insurance Consultant</i>	JUN 2012 – NOV 2012
Clayton State University <i>Library Student Assistant II</i>	AUG 2008 – MAY 2012
Advantage Sales & Marketing <i>Customer Service Representative</i>	JAN 2008 – MAR 2008
Sterling Management Resources <i>Office Administrator / Recruiter</i>	JAN 2007 – NOV 2007
Bright House Networks <i>Customer Care Professional II</i>	AUG 2005 – OCT 2006
RBS Lynk Systems <i>Senior Sales Support & Customer Representative</i>	SEP 2001 – SEP 2003

ORGANIZATIONS

National Society of Leadership and Success <i>Sigma Alpha Pi – Clayton State University Chapter</i>	MAY 2012 – JUN 2012
Atlanta Pride <i>Event Staff Co-Chair</i> <i>Backstage Security Co-Chair</i>	JAN 2009 – JUL 2012
Atlanta Gay Men's Chorus <i>Singing Member</i>	AUG 2013 – JUN 2014

LICENSURES

FL License 0440 – Customer Service Representative
License Number W106164
CE Compliant – Pending Sponsorship