



### PROFESSIONAL SUMMARY

Proficient in English and dedicated to providing timely, high-quality work. Offering an enthusiastic work ethic, creative problem solving, and strong editing and language skills.

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**SKILLS**

- Skilled multi-tasker and fast learner
  - Expert written and verbal communication abilities
  - Highly organized with a flexible schedule
  - Enjoys providing outstanding customer service
  - Keenly accurate typing/data entry skills
  - Excels at data collecting and manipulation
  - Strong editing and proofreading capabilities
  - Adept with various software programs
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### WORK HISTORY

**Administrative Assistant, 10/2001 to 3/2020**

**Suncoast Ceramic Studio  
Brandon, FL**

- Provided transferrable administrative services, including phone and email correspondence, making copies, prioritizing tasks, and handling incoming and outgoing mail and faxes.
- Assisted senior administrative professionals with daily work tasks and participated in generating problem-solving ideas and the implementation of same.
- Showcased computer skills by creating, editing, and proofreading correspondence, forms, presentations, and reports.
- Addressed client inquiries thoroughly and quickly utilizing active listening skills and empathy, thereby improving customer satisfaction and retention.
- Entered and sorted data accurately and efficiently demonstrating strong computer skills and database management.
- Demonstrated integrity and dependability by respecting confidential matters and by opening the business daily.
- Promoted effective communication during initial point of contact to welcome clients in a friendly, courteous manner.
- Processed and verified daily invoices.
- Established data entry priorities and procedures to ensure teamwork and accuracy.
- Identified and recommended changes to existing processes to improve the efficiency and responsiveness of the customer service department.
- Utilized strong time management and organizational skills to ensure smooth and seamless operations.
- Contacted clients daily and exercised discretion and interpretive judgment.
- Indexed, cataloged, and filed physical records to keep the storage systems current and complete.
- Generated daily reports for statistical analysis and assisted executives in decision-making processes.
- Managed marketing campaigns through data collection by generating and organizing informative correspondence, email blasts, and feedback requests. Email campaigns were typically designed and

implemented with Constant Contact; an email management program similar to Mail Chimp.

- Honed interpersonal skills by building and maintaining excellent customer relationships through timely responses to inquiries and going above and beyond to accommodate both daily and unusual requests with open-mindedness by adapting mutually beneficial, creative solutions when applicable.
- Liaised with vendors to maintain office supplies inventory.
- Exhibited leadership qualities by ensuring successful completion of special projects to meet or exceed the organization's goals and deadlines.

**Dispatcher, 07/1995 to 03/2001**

**Allstate Appliance And Air Conditioning  
Tampa, FL**

- Prepared daily work schedules to maximize coverage.
- Documented all changes in computer tracking system.
- Watched dispatch board and prioritized calls.
- Responded to customer requests with information and status updates.
- Evaluated and adjusted routes to achieve daily objectives efficiently.
- Kept track of all personnel in the field and the disposition of all completed calls.
- Established positive customer relationships through prompt and courteous service.
- Tracked time spent on assignments each day for productivity reporting.

**Administrator, 08/1990 to 12/1993**

**USAF - Before/After School Childcare  
Ramstein, Germany**

- Oversaw the successful planning and execution of daily care practices and occasional field trips.
- Assisted group leaders in decision-making processes by providing guidance on corrective actions and implementing improvements.
- Tracked expenses and oversaw budget.
- Collected, validated, and distributed important information to employees regarding the children under their care.
- Maintained customer communications and collected payments on a weekly basis.
- Employed proven problem-solving techniques to resolve issues quickly and effectively.
- Hired and released group leaders at my discretion.
- Made decisions affecting daily operations such as overseeing purchasing and inventory management.

**Wideband Communications Specialist, 06/1987 to 06/1990  
A1C**

**U. S. Air Force  
Ramstein, Germany**

- Inspected and maintained the Wideband Electronic Communication System on base.
  - Installed and maintained equipment and recommended appropriate field solutions for communication problems.
  - Made critical adjustments to component values and settings during testing.
  - Conducted complex diagnostic and operational tests.
  - Interpreted wiring diagrams, performance specifications and service manuals.
  - Analyzed test results to locate and determine causes of malfunction.
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## EDUCATION

### CERTIFICATES OF COMPLETION UNIVERSAL CLASS – Online

Subject	Grade
Adobe InDesign 101	92
Basic Research Skills	95
Creative Writing For Beginners	98
Enhance Your Everyday Vocabulary	100
Freelance Writing 101	98
Novel Writing 101	97
Photoshop Elements 101	97
Windows 10	96
Writing Basics 101: Spelling, Grammar, Punctuation, Writing Structures	99

### MORE CERTIFICATES OF COMPLETION NEW HORIZONS COMPUTER LEARNING – Tampa, FL

My employer, Suncoast Ceramic Studio, allowed me to attend this learning center a while ago. I have grown along with these programs and have kept my skills updated with most of them. I love to learn!

The courses provided hands-on training with these software programs, but grades were not allocated. I eagerly finished each one and constructed a solid base that has been built on and strengthened over the years.

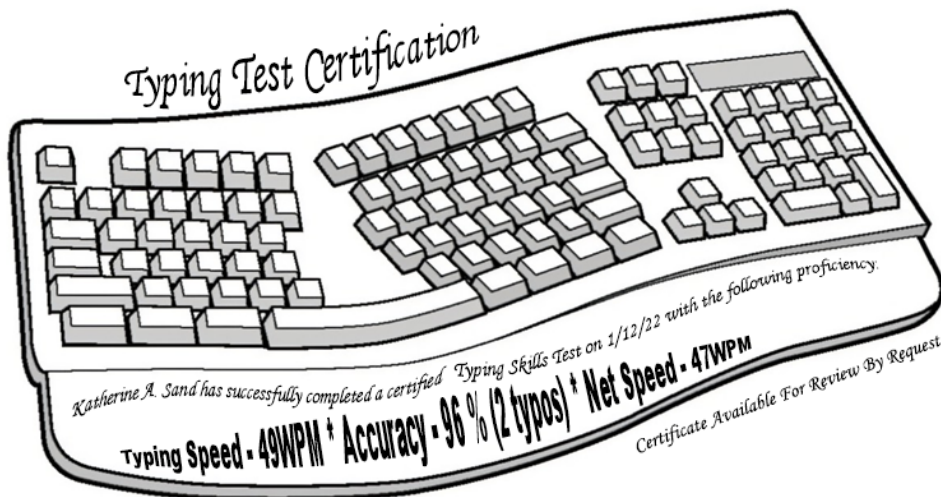
Microsoft: Word, Levels 1, 2 & 3; Publisher, Level 1; PowerPoint, Levels 1 & 2; Excel, Levels 1,2 & 3; Excel Introduction to VBA, Level 1; Access, Levels 1,2 & 3; Outlook, Level 2; FrontPage, Levels 1&2; Windows XP, Levels 1&2; and Visio Professional, Level 1.

Adobe: Acrobat, Levels 1 & 2; Photoshop CS, Levels 1&2; Photoshop CS2 Web Production; Illustrator CS, Levels 1 & 2; and Dreamweaver CS3, Level 1.

Currently, I am enrolled in Adobe Photoshop and Adobe Acrobat. These programs have evolved so much that it is incredible see how powerful they have become. I am enjoying learning about the technological advances and updating my training.

## ASSOCIATE DEGREE EXECUTIVE SECRETARY

THOMPSON INSTITUTE – Harrisburg, PA  
Majored in administrative studies and graduated with a 3.85 GPA.



**Completed Assessments on Indeed – Katherine Sand – CreativeTreasureTrove@gmail.com**  
Further details available at [www.Indeed.com](http://www.Indeed.com).

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Attention to detail

Expert

February 2022

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Administrative assistant/receptionist

Highly Proficient

February 2022

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Proofreading

Highly Proficient

December 2020

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Written communication

Highly Proficient

June 2021

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Written communication (advanced)

Proficient

July 2021

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Data entry: Accuracy

Expert

December 2020

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Advanced attention to detail

Proficient

July 2021

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Customer service

Expert

July 2021

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Marketing

Proficient

September 2021

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Customer focus & orientation

Highly Proficient

December 2020

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Working with MS Word documents

Highly Proficient

December 2020

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Verbal communication

Proficient

December 2020

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Scheduling

Highly Proficient

December 2020

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Typing

Highly Proficient

October 2021

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Take risks: if you win, you will be happy; if you lose, you will be wise. — Author Unknown