

# EMMA WATSON

## ADMINISTRATIVE ASSISTANT

### CONTACT



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Palos Hills, IL



Linkedin.com/emmawatson

### EDUCATION

MORAIN VALLEY COMMUNITY  
COLLEGE, Palos Hills, IL  
AAS in General Office  
Administration

### SKILLS

- Microsoft Office Suite
- Healthcare Management Software
- Google Mail
- Google Calendar

### PROFILE

Highly organized and detail-oriented Administrative Assistant offering proven strengths in phone and customer reception, data entry, appointment scheduling, and meeting and event coordination. Proactive in identifying opportunities to enhance administrative processes and improve client relations. Possess a sunny disposition complemented by impeccably professional appearance. Type 80 wpm with 100% accuracy.

### PROFESSIONAL EXPERIENCE

ABC MEDICAL GROUP, Chicago, Illinois ADMINISTRATIVE ASSISTANT  
(February 2008 – Present)

- Skillfully deliver administrative support to staff and patients of a 7-physician medical practice. Communicate by phone to set patient appointments, facilitate prescription delivery, and process insurance payments.
- Demonstrated exceptional interpersonal and communication skills when dealing with ill and often anxious clients.
- Trained and mentored new hires in use of telephone system and healthcare management software.

XYZ FINANCIAL ADVISORS, Chicago, Illinois ADMINISTRATIVE ASSISTANT (November 2004 – January 2007)

- Greeted and facilitated appointment scheduling and payment processes for clients of boutique financial advising firm.
- Made travel arrangements for senior financial advisors, scheduled and took notes at meetings, and coordinated office celebrations and events.
- Sourced new suppliers for office equipment and supplies that reduced overhead by 26%.
- Created dynamic and informative PowerPoint presentations for use by financial advisors at client meetings, conferences, and community outreach workshops.