

Angela Edwards

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Objective

Supervising/Training

- Assists management in evaluating and training new employees
- Delivers favorable presentations with clarity on specific topics to both small and large diverse audiences with confidence and concision
- Conducts physical training sessions for up to 20 co-workers and instructed various medical training sessions for up to 35 co-workers
- Train a new administrative receptionist fully within 90 days

Customer Service

- Handles a multi-line phone system with a high volume of calls and in-person inquiries and directs them accordingly to the appropriate locations
- Accurately handles cash register operations
- Establishes trusting relationship with satisfied customers which earn personal referrals that lead to increased sales for the company
- Acts as liaison to speak on behalf of customer to his or her wireless provider
- Verifies identification, run credit, collect payments through use of our computers POS to complete customer contracts, paperwork and files

Computer/Administrative Skills

- Responsible for processing, recording, filing paperwork in a logical fashion
- Proficient in MS Word, Excel, Power-Point, Outlook and familiar with MS Access
- Types up to 50 words per minute and 10-key by touch
- Keep up-to-date with changes in technology and product language to best serve customers and communicate proficiently to all staff
- Responsible for balancing all cash, charge and check sales on a daily basis
- Maintain databases, cashier accuracy, contracts, private information, inventory, cleanliness and organization

Assisting

- Supports manager, human resources, trucking supervisor, payroll, accounting, and head of inventory with various projects and reports
- Orders office and miscellaneous supplies weekly
- Plans all BBQ, lunch and after-hours parties
- Helps with various projects to store staff
- Purchases and orders all office supplies
- Accountable for all year end reports for manager
- Initiates positive ideas to make company more productive and proficient in store policies, reports and comfort
- Organize and complete multiple surveys, letters and reports for manager

Education and Training

University of Washington – Bothell WA Business Finance major	Sep 2009 – Current
Washington Employers Inc. – Seattle WA Microsoft Excel Level 2 intermediate certificate	June 2006
Everett Community College – Everett WA Business administration and accounting transfer degree	Mar 2004 – Mar 2010
University of Maryland – Tuzla, Bosnia General studies	Mar 2001 – May 2001
American Council on Education – MO, TX and NC Work towards Certified Nursing Assistant certification	Aug 1998 – Sep 2002

Relevant Experience

AARP Tax Aide Program Tax preparer	Jan 2010 – Apr 2010
FMA/AAII Member	Apr 2010 – Current
BAP & WSCPA Group Leader	May 2010
SVA Member	May 2010 – Current

Work Experience

Dunn Lumber	Administrative Receptionist	Jul 2005 – Sep 2009
24 Hour Fitness	Front Desk Receptionist	Aug 2003 – Jan 2006
Wireless Retail	Sales Associate	Oct 2003 – Mar 2004
Walmart	Floor Associate	Jun 2003 – Oct 2003
U.S. Army	Medical Specialist	Sep 1998 – Aug 2002