TANIA BLACK

Office Support I Customer Service Specialist
(000) 123-4567 I tblack@123email.co I linkdin.com/in/tblack I Santa Clara, CA

SUMMARY

Energetic and engaging administrative specialist with experience in reception, customer service, meeting coordination, scheduling, and file management. Eager to blend exceptional organizational skills with diverse marketing, retail, and outreach experience in an office support role.

AREAS OF EXPERTISE

Reception & Customer Service

- Greeted and interacted with an average of 100 customers a day
- Responded to client questions efficiently and proactively resolved concerns, leading to a net promoter score of 52
- Answered up to 50 incoming calls a day and directed callers to the appropriate departments
- Managed the public email account and handled over 75 new messages daily
- Cultivated relationships with donors and potential supporters via phone and community events

Scheduling & Meeting Coordination

- Created complex weekly schedules for a team of 10
- Coordinated weekly team meetings, reserved meeting locations, and ordered refreshments
- Prepared PowerPoint slides and presentations for team meetings and fundraising events
- Assisted in planning quarterly fundraising events for up to 300 attendees
- Interfaced with vendors, booked venues, and arranged catering and entertainment

Administrative Support

- Organized and maintained 500+ donor files and assisted in the transition to a paperless filing system
- Monitored employee records, including promotions, discipline, and PTO
- Drafted content and announcements for a biweekly newsletter
- Supported social media presence and posted news and event details across the organization's handles

WORK EXPERIENCE

Outreach Volunteer I Community Education Fund I Mountain View, CA I 2016 – Present
Shift Supervisor I Cuppa Joe I Palo Alto, CA I 2013 – 2016
Marketing Intern I Banana Tree Designs I San Mateo, CA I Summer 2012

EDUCATION

Associate of Arts in Business Administration I College of San Mateo I June 2012

AWARDS & RECOGNITION

Fundraiser of the Year Award I Community Education Fund I 2017

TECHNICAL SKILLS

Microsoft Office Suite (Mac/PC), Salesforce, Instagram, Facebook, Twitter