

CARLOS RAMIREZ

ADMINISTRATIVE ASSISTANT

(123) 456-7890 | carlosramirez@fakemail.com | New York, NY | bandana.co/profile/carlosramirez

PROFESSIONAL SUMMARY

Resourceful Administrative Assistant with over 3 years' experience in various roles. Demonstrated ability to adapt and learn quickly, with a strong foundation in organization, communication, and customer service skills. Eager to leverage these skills in an administrative role to streamline office functions.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

ABC Retail, New York · **June 2021 – Present**

- Resolved up to 50 customer inquiries and complaints daily while maintaining high customer satisfaction.
- Assisted in scheduling and planning for major sales events.
- Handled store correspondence and communication with external vendors.
- Utilized company's CRM software daily.

OFFICE CLERK

XYZ Tutoring Services, New York · **December 2019 – May 2021**

- Improved information retrievability by 30%, through maintenance of both paper and electronic files.
- Coordinated tutor schedules and arranged appointments for students.
- Fielded calls from parents and students, providing information about services and scheduling.
- Developed proficiency in using Microsoft Office Suite.

EDUCATION

Associate of Arts, English, Brooklyn Community College

- Completed coursework in English and Communications during my 2-year degree program.

SKILLS / LANGUAGE / CERTIFICATIONS

- Hard skills:* Microsoft Office Suite, CRM Software, Data Entry, Writing, Scheduling
 - Soft skills:* Problem Solving, Organization, Communication, Adaptability, Teamwork
- Language:* English (Native), Spanish (Fluent)

INTERESTS

Community Theater, Reading Non-Fiction, Cooking, Hiking, Local Soccer League

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