**OFFICE CLERK SAMPLE RESUME**

347 Green Street, Concord, NH 03301

(603) 674-8474

lisa.andrews@gmail.com

*Office Clerk with 7+ years of experience handling confidential tasks and making routine office tasks as efficient as possible. Proven managerial experience and cost-cutting abilities, while maintaining high standards and achieving company goals. Aiming to leverage my work experience and abilities into a managerial role at your company. Possess a BA in sociology and a Technical Writing Certificate*

**PROFESSIONAL EXPERIENCE**

OMEGA CORPORATIONS Concord, NH

*Head Office Clerk July 2011 – Present*

* Simplified the processes of retrieving data from the computer system, maintaining department records, typing and compile reports daily, quarterly and annually, saving $24,000 in labor costs annually
* Research all client loan discrepancies, and act accordingly, consistently attaining 95%+ customer satisfaction
* Supervise and train a staff of 3 regular clerks and 4 interns
* Received special award for outstanding work ethic 2 consecutive years
* Type confidential letters for senior members daily
* Responsible for the filing of billing requisitions as well as the retrieval of archived requisitions

LAND’S END INDUSTRIES Concord, NH

*Assistant Payroll Clerk and Customer Service Assistant May 2007 – July 2011*

* Handled all payroll activities for 60+ employees and ensured posting of checks before end of month
* Answered incoming calls (avg. 40/day) resolving issues with both customers and billing department
* Improved customer service rating by 15% by training other employees in correct phone handling
* Converted manual payroll system into all digital system, designing, implementing and training staff on usage
* Analyzed all company data entry systems and prepared recommendations for system-wide efficiency improvement

**EDUCATION**

**SOUTHERN NEW HAMPSHIRE UNIVERSITY** **Manchester, NH**

*Bachelor of Arts in Sociology, February 2007*

* 3.83/4.0 GPA

**ADDITIONAL SKILLS**

* WPM 89
* Proficient in Microsoft Office, POS Systems and Proprietary Data Entry Management systems.
* Bilingual (Spanish/English)
* Excellent writing and communication skills
* Possess at Technical Writing Certificate