

# Sara Crombey

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246 Dearborne Place, Somewhere, Ontario N3A 5G2 • (345) 555-5555 • scrombey@myspace.com

## Qualifications Summary

Administrative Support Professional experienced working in a fast paced environments that demand strong organizational, technical and interpersonal skills. Trustworthy, ethical and discreet, committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer Service Skills
- Accounts Payable/Receivable
- Telephone Reception
- Word Processing & Typing
- Filing & Data Entry
- General Accounting
- Computer Operations
- Office Equipment Operations
- Problem Solving

## Experience Highlights

### *Administrative Support*

- Performed administrative and secretarial support functions for the Vice President of a large clothing manufacturer. Coordinated and managed multiple priorities and projects
- Provided discreet secretarial and reception services for a busy family counseling center. Scheduled appointments and maintained accurate, up-to-date confidential client files
- Assisted with the general accounting functions, maintained journals and handled A/P and A/R functions. Provided telephone support, investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part time staff

### *Customer Service & Reception*

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work effectively in a fast paced environment while preserving strict confidentiality
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization and to assist medical professionals in the triage process
- Orchestrated hotel specific events and reservations, managed customer relations and provided exemplary service to all customers

### *Management supervision*

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel. Oversaw all operations including restaurant, housekeeping and maintenance. Troubleshoot and resolved problems, mediated staff disputes and handled customer service

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- Participated in staff recruitment, hiring, training and scheduling. Supervised front desk staff on a rotating shift basis

## Employment history

**ACCOUNTING ASSISTANT**, Guardian, Inc., Rolling Meadow, BC

**PATIENT SERVICES REGISTRAR**, Grogan Health System Hospital, Grogan, ON

**ASSISTANT FRONT OFFICE MANAGER**, Sheritan Hotel, Exeter, ON

**RECEPTIONIST / SECRATARTY**, Family Counseling Services, Giffin, ON

**ADMINISTRATIVE ASSISTANT**, Greenbrooke Clothiers Inc., Greenbrooke, ON

## Education & Training

Grogan College, Grogan, ON (1978 – 1982)

**Concentrated in Business Administration**

Committed to community service. Extensive volunteer history includes involvement in public schools, Habitat for Humanity, group

TA Technical College, Grogan, ON (1983 – 1985)

**Concentrated in Office Software**

Humber College, Toronto, ON (1985 – 1988)

**Concentrated in Volunteer Management**

seniors and knit quilts for elderly with cancer

## Community Involvement

Committed to community service. Extensive volunteer history includes involvement in public schools, Habitat for Humanity, Group homes and Senior Citizens groups. Also knit quilts for children with cancer