

Rosa Hamilton

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PROFESSIONAL PROFILE

Experienced: 8 years in administrative support and office reception in a corporate setting

Multi-talented: Strong management abilities, able to perform secretarial, assistant, and office management duties simultaneously

Friendly and Welcoming: Possessing strong social skills and a great repertoire with management, clients, and visitors alike

Goal-Oriented: Internalize organizational goals, assess and apply best practices to support with attainment

RELEVANT WORK HISTORY

WAYPAX, INC.

RECEPTIONIST | Washington, DC | September 2012 – Present

- Schedule 60+ monthly visitor meetings and managed meeting room set-up and time logs
- Direct external communications to proper channels, including 100+ daily telephone, e-mail, mail and walk-in customers
- Provide top-level service to all visitors, ensuring they were informed of meeting times, had access to refreshment, and were comfortable in the rare instances they needed to wait
- Help keep organization safe and secure with vigilance towards external communication and interaction

GREEN LEAF FINANCIAL

RECEPTIONIST | WASHINGTON, DC | June 2009 – August 2012

- Managed and organized meeting facilities and scheduled 20+ meetings per month
- Facilitated clear communication between clients, employees, and management, directing 100+ calls daily
- Assisted clients in scheduling meetings, including follow-up and reminder phone calls
- Provided professional reception service and managed front waiting room, ensuring clients were comfortable before meetings
- Helped to organize all communications, both internal and external, and organized 700+ person mailing list of potential clients

EDUCATION

Trinity Washington University, Washington, DC

Bachelor of Arts in Business Administration, May 2009

GPA: 3.5/4.0

SKILLS

- Skillful and effective use of MS Office Suite, as well as cloud-based systems (Google Drive, Apply Suite, etc.)
- Capable of quickly learning office basics, including printers, fax machines, scanners, etc.
- Typing speed: 85WPM