

JANET H. MARTINEZ

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PROFILE

Skilled bi-lingual (English-Spanish) administrative professional with 15+ years of administrative and customer service experience in business and healthcare settings. Excellent computer, interpersonal, and problem-solving abilities.

EDUCATION

- Certificate: Windows 10, MassHire Springfield Career Center, Springfield, MA October 2021
- Certificate: Google Sheets Budgeting, MassHire Springfield Career Center, Springfield, MA July 2021

QUALIFICATIONS

- Microsoft Office (Word, Excel, PowerPoint, Outlook); Google Suite (Docs, Sheets, Slides)
- Accounts payable/receivable, billing, financial receipts and deposits; excellent math skills
- Experience serving multiple departments and diverse employees
- Excellent customer service skills; ability to calm customers and patients in stressful situations
- Strong writing and organizational skills
- Correspondence, filing, and confidential records
- Supply inventories and orders
- Telephone and in person reception; scheduling of appointments and staff meetings

AWARDS

- Recipient, Employee of the Year Award, Banville Retail, Inc., Springfield, MA
- Recipient, Outstanding Customer Service Award, Mercy Medical Center, Springfield MA

WORK EXPERIENCE

Wallace Animal Shelter, Springfield, MA April 2021–Present

Receptionist (Volunteer)

- Provide reception, telephone assistance, and customer service, including scheduling appointments and maintaining records
- Greet pet owners and provide support medical emergencies
- Organize supply orders, maintain “supplies needed” list, coordinate supply orders with shelter director

Eldridge, Inc., Springfield, MA (Formerly Banville Retail, Inc.) October 2009–April 2021

Office Manager (Promotion), 2012–2021

- Processed financial records for 175+ accounts payable/receivable with accuracy and attention to detail
- Purchased office supplies, processed related bills, and served as primary contact for supplier
- Maintained responsibility for smooth daily functioning of office operations for 6 departments

Senior Receptionist, 2009–2012

- Maintained responsibility for opening and closing the office and setting/disabling alarm system
- Scheduled appointments and special meeting rooms

ADDITIONAL EXPERIENCE

- Over 5 years of customer service experience in health care, including reception, scheduling, and assisting patients and family members under stress (Mercy Medical Center, Springfield MA)

ADDITIONAL EDUCATION

- Associate Degree, Business, Holyoke Community College, Holyoke, MA