**[Administrative Assistant Customer Service](https://www.postjobfree.com/resume/ad2utp/administrative-service-virginia-beach-va)**

**Location:**Virginia Beach, VA

**Posted:**January 17, 2024

**Contact Info:**

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**Resume:**

ASHLEY COFIELD

WORK EXPERIENCE

Titan Solar Power – Norfolk, VA December 2021 to Current

Administrative Assistant

Performs administrative duties and tasks to support efficient daily operations.

Acts as a collaborative resource for management, installation specialist, and homeowners.

Supports all departments throughout the organization to include customer service, HR, and on-site technicians with any issues/questions needed.

Handled inbound correspondence from customers regarding appointments, scheduling quotes, and general complaints/comments.

Provided prompt updates to customers regarding expected delivery dates/times for purchased products.

Oversaw technician/management calendars and organized appointments to align with schedules appropriately.

Facilitated interview process for prospective employees, set up interview times for HR managers, and provided insight regarding candidate profiles.

Strategic Programs Inc. – Virginia Beach, VA March 2020 to December 2021

Administrative Assistant

Handled inbound correspondence in a professional and efficient manner.

Scheduled appointments and travel arrangements with spokespersons and donors.

Served as the primary coordinator for company spokespersons.

Accurately input donor information into company database.

Took detailed notes regarding client conversations to ensure future conversations ran smoothly.

Silver Care LLC – Norfolk, VA September 2018 to September 2020

Personal Care Assistant

Cared for elderly and disabled patients: meal delivery, hygienic care, and supervision.

Excelled in giving compassionate care, promoting patient wellness, and health management.

Managed client and employee information using online databases.

Conducted orientation for employees and caregivers.

Sutherland Global – Norfolk, VA June 2016 to August 2018

Customer Service Representative

Handled high volumes of inbound calls in a fast-paced, call center environment.

Worked with insurance disability claims while answering patients’ questions and concerns.

Provided information as needed regarding claims.

Input data into company software accurately.