**[Administrative Assistant Customer Service](https://www.postjobfree.com/resume/ad2uoq/administrative-assistant-herndon-va)**

**Location:**Herndon, VA

**Posted:**January 17, 2024

**Contact Info:**

jamiekenny12@gmail.com

772-559-6704

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**Resume:**

Jamie Rochelle Kenny

2541 Wasser Terrace Herndon, VA. 20171 772.559.6704 jamiekenny12@gmail.com

Objective

To obtain a position as an Administrative Assistant within Fairfax County Police Department. This position would allow me to further my growth and development of my professional career with unlimited opportunities within the agency.

Education

Roy High School, Roy, Utah

High School Diploma June 1995

General Studies

3.7 GPA with advanced studies in English, Math, and Science

Experience

May 2016 – January 2023

Flight Attendant United Airlines Dulles, Virginia

Extensive experience in customer service, customer centric, paying attention to the unique needs of passengers/customers

Conflict resolution

Adherence to strict safety procedures

Gave world class service to each and every passenger on all flights

Strong focus on time management and problem-solving skills in high-stress environment

Ability to remain calm, respectful and empathetic during challenging situations

Key Responsibilities

Establish passenger relationships and provide required communication to ensure a safe and reliable onboard experience

Maintain and demonstrate thorough working knowledge of emergency procedures and equipment

Explain use of safety equipment and federal aviation requirements to passengers in a clear, concise manner

Perform duties related to unforeseen medical emergencies and special needs passengers with respect and discretion

Abide by policies outlined in the Code of Conduct, Employee Handbook, Flight Attendant Manual and Code Share Partner standards, including physical health and professional appearance standards

DIRECTOR OF GUEST SERVICES/CO-OWNER-CALVETTI& COMPANY-VERO BEACH,FL.

July 2006 – February 2016

Key Responsibilities

Proactively supported the financial health and continuous growth of a high-end salon generating more than $1.8 million annually

Processed payroll and employee record keeping

Partnered with leadership team to address employee engagement and productivity

Hired, coached and disciplined or termination of a staff of over thirty employees

Trained employees in time and attendance, as well as company culture and expectations

Managed multiple calendars and appointments for over thirty employees

Managed all conference information and in house education

Oversaw all social media presence and promotional events

Scheduled all travel and accommodations for educational purposes

Led morning meetings, assisted running monthly meetings and kept notes and minutes transcribing meetings and converting to email and printed memos for employees

Developed one of a kind Excel computer program for employees to track service and sales dollars and set goals for future growth in those areas as well as client retention

Guest liaison and concierge within the salon

Compiled reports to track and set goals for growth fiscally and for employee's personal goals

Inventory & supply maintenance. Track spending in each department, process orders for needed supplies

Reconciled credit card statements, register summaries and purchase orders of inventory and office supplies

July 2001- July 2006

RECEPTIONIST- CALVETTI & COMPANY- VERO BEACH, FLORIDA

Key Responsibilities

Comprehensive knowledge of operation procedures

Stellar customer service and client retention

Processing transactions for service and sales

Answering telephone calls, taking messages and relaying information to proper departments

Scheduling and cancelling appointments and meetings

In-depth knowledge of products and services offered

Clerical and filing work, maintenance of client and inventory database

Awards & Acknowledgements

Certificates of Achievements:

Blair Singer: Sales Dogs & Little Voice Mastery System

Second place in Blair Singer competition of sales completed in one day, executing $25,000 in sales

Michael Cole: Summit Solutions, Good Works, Over the Top, Step Up, Strive to Thrive

Volunteer lead for our team building a home for Habitat for Humanity

Team lead volunteer for Special Olympics

Rotary Club