**[Customer Service Administrative Assistant](https://www.postjobfree.com/resume/ad1t0g/customer-service-assistant-houston-tx)**

**Location:**Houston, TX

**Posted:**December 09, 2023

**Contact Info:**

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**Resume:**

Tricezette Bishop

tricezetteb@yahoo.com (410) 660-0692 Houston, TX

SUMMARY

Customer Service-focused professional with 5 years of experience in administrative and operations roles. Demonstrated expertise in managing programs, preparing operational plans, and facilitating smooth client interactions. Seeking to leverage strong interpersonal skills and business management education in a Customer Service Representative role. WORK EXPERIENCE

San Diego Airport Authority San Diego, CA

Administrative Assistant II Feb 2023 - Present

• Develops and initiates programs and services that cater to the specific needs of multiple city departments.

• Serves as a consultant and Analyst for Kronos workforce central, demonstrating expertise in various configurations, pay rules, system settings, pay codes, holiday credit rules, and the workforce scheduler editor.

• Prepares speeches and public relations materials for department head, addressing press, officials, clients, and the public on sensitive department issues.

• Supports the department with data analyses, appraisals, recommendations, and information about reviewed activities and programs.

• Represents the department head at meetings and conferences involving public and private groups and acts as a liaison for interdepartmental matters.

United States Navy

Operation Specialist Jul 2013 - Jul 2018

• Facilitated security measures through patrolling and regulating access to restricted areas.

• Assisted in ship force protection initiatives and contributed to pre-deployment certification programs.

• Developed operation plans and orders to bolster the security of resources and installations.

• Evaluated and interpreted tactical situations to ensure effective response strategies. EDUCATION

National University Alumni

Bachelor of Arts in Business Management

SAN DIEGO

Jun 2023

SKILLS

Strong Work Ethic • Attention to Detail • Microsoft Office • Excel • Word • PowerPoint • Outlook • Calendar Management • Superior Communication and Conflict Resolution Skills • Operations Management • Leadership