**[Management Support Administrative Assistant](https://www.postjobfree.com/resume/ad0b0n/management-support-chesterfield-va)**

**Location:**Chesterfield, VA

**Posted:**October 12, 2023

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**Resume:**

JOSHUA GRAY

Richmond, VA 23234

grayjoshua166@gmail.com / 8042951779

SUMMARY

Meticulous and systematic Administrative Assistant skilled in organizing, planning and managing daily clerical needs. Bringing solid expertise in coordinating documents, reports and records, handling correspondence and managing deliveries. Skilled in oral and written communication, team leadership and relationship-building.Upbeat individual with friendly demeanor and sound judgment to handle diverse daily tasks with minimal oversight. Well-versed in managing office supplies, paperwork and project needs.

SKILLS

Paperwork Processing

Scheduling

Data Entry

Data Collection

Product Knowledge

Positive and Professional

Executive Management Support

Problem-Solving Abilities

Typing Proficiency

Stock Management

Technologically Savvy

Document Control

Spreadsheets

Staff Training

10-Key

Conflict Mediation

Critical Thinking

Prioritization

Quality Control

Documentation

Grammar

Research

Filing

Reading Comprehension

Team Development

Typing 70 WPM

Customer Service

Conflict Resolution

Office Equipment Proficiency

Administrative Support

Microsoft Office Suite Expertise

Active Listening

Adaptive Team Player

System Implementation

EXPERIENCE

Customer Service Representative / Boost Moblie - Petersburg, VA 09/2023 - Current

Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.

Remained calm and professional in stressful circumstances and effectively diffused tense situations.

Set up and activated customer accounts.

Educated customers on special pricing opportunities and company offerings.

Administrative Assistant / Lingo - Richmond, VA 07/2022 - 03/2023

Provided secretarial and office management support while building cooperative working relationships with the Virginia Employment Commission.

Completes appropriate action on “re-check” claims that need to be reviewed, reconciled, and reprocessed again to ensure the proper determination of monetary entitlement for claimants receiving Unemployment Insurance benefits.

• Serves as a lead to staff engaged in researching records to determine appropriate monetary entitlement; establishes efficient and effective workflows that promote maximum productivity; and provides training on “re-check” and alternate base period procedures and policies.

• Ensures communications provide a clear explanation concerning relevant laws, regulations, procedures, and policies; promote resolution of complex and difficult issues; and offer excellent customer service.

• Obtains information required to ensure timely and appropriate processing of claims.

• Provides administrative and programmatic support, maintains confidential claim files, prepares reports, and responds to inquiries in a timely and professional manner.

Freight Team Associate / Home Depot - Glen Allen, VA 09/2021 - 02/2022

Assisted with unloading incoming deliveries and loading outgoing shipments manually and with use of dollies and carts.

Reviewed labeling and stocking of on-shelf inventory to verify correct pricing and content information displayed to customers.

Received freight shipments at loading dock and ground-level bays, guiding truck drivers to doorways, installing ramps and providing dollies when necessary.

Transported pallets of inventory items using forklift, observing safety rules in operating heavy equipment.

Transported freights using forklifts, pallet jacks and reach trucks.

Maintained cycle count program to successfully identify and correct problems related to inventory inaccuracy.

EDUCATION AND TRAINING

High School Diploma 06/2020

Deep Run High School - Glen Allen, VA