

MAGDALA HENRY

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Professional Summary

Professional and knowledgeable office clerk offering several years of experience in administrative support and customer service. Highly efficient planning, problem-solving, and communication skills. Detail-oriented team player with strong organizational skills. Observant individual with excellent interpersonal and communication skills builds meaningful relationships with clients and families. Experienced in working with clients from diverse cultural and religious backgrounds. Offers crisis intervention to help individuals navigate through traumatic experiences. Experienced Medical Assistant with extensive knowledge of medical regulations and policies. Offers strong dedication to informed patient care, administrative excellence and confidentiality.

Skills

- Procurement Support
- Customer Loyalty
- Administrative Procedures
- Customer Relations and Communications
- Food Hygiene and Safety
- Microsoft Office
- Calendar Management
- Maintaining Clean Work Areas
- Office Meetings
- Organize Files
- Supply Inventory Control
- Basic Computer Support
- Office Supplies and Inventory
- Supply Restocking
- Customer Feedback
- Confidentiality and Data Protection
- Hospitality and Accommodation
- Employee Communications

Work History

Administrative Assistant, 02/2022 to 03/2023

H&M Insurance – 1350 Holden Ave, Orlando, FL 32839

- Managed filing system, entered data and completed other clerical tasks.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Executed record filing system to improve document organization and management.
- Created and maintained databases to track and record customer data.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Volunteered to help with special projects of varying degrees of complexity.
- Managed paper and electronic filing systems by routing various documents, taking messages and managing incoming and outgoing mail.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Scheduled office meetings and client appointments for staff teams.

- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Monitored supervisor's work calendar and scheduled appointments, meetings and travel.
- Coached new employees on administrative procedures, company policies and performance standards.
- Processed invoices and expenses using QuickBooks to facilitate on-time payment.

Medical Assistant, 04/2021 to 02/2022

Orlando Family Physicians – 121 S Orange Ave, Orlando, FL 32801

- Oriented and trained new staff on proper procedures and policies.
- Helped improve patient outcomes by educating and advising on relevant treatments and care.
- Sanitized, restocked, and organized exam rooms and medical equipment.
- Followed appropriate procedures to minimize patient's exposure to radiation.
- Measured patient pulse oximetry.
- Liaised with patients and addressed inquiries, appointment requests and billing questions.

Volunteer Mental Health Worker, 03/2021 to 11/2021

Orlando Recovery Center – 6000 Lake Ellenor DR, Orlando, FL 32809

- Built partnerships with community agencies and service providers.
- Encouraged patients to discuss experiences in group and individual settings.
- Monitored client progress and provided feedback to families and treatment team members.
- Educated clients and families about mental health issues, treatments and resources.
- Documented client progress in confidential files.
- Provided clients with recommendations to community resources.
- Consulted with other staff members regarding treatment plans as deemed appropriate by team leader.

Administrative Clerk, 12/2019 to 03/2021

Double Tree Hotel By Hilton – Key West, FL

- Answered multi-line phone system and transferred callers to appropriate department or staff member.
- Created welcoming environment for customer by greeting and assisting, as well as quickly responding to customer inquiries and needs.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Coordinated and maintained impressive office organization to keep facilities efficient, organized and professional.
- Provided direction, support and ongoing feedback to staff.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Enforced company policies and procedures.
- Composed internal and external correspondence for senior management and reviewed documentation to eliminate errors.

Supervisor, 02/2018 to 11/2019

Starbucks – Key West, FL

