

THELMA FITZGERALD

MOBILE: 214-440-6355 EMAIL: THELMAWILBORN@GMAIL.COM

Skills

- Multi-task oriented
- Excellent communication skills
- Problem solving ability
- Advanced clerical skills
- Ability to pay attention to detail and accurate
- Promoted to Bark-Buddy (*Trainer*) with 30 days of employment at Chewy's
- Diverse Microsoft & Computer knowledge
- Warehouse Management System
- Multiple-lines
- Ability to drive results
- Operations Management
- Accounting
- High Junk
- Positive attitude
- Outstanding people skills
- Willingness to learn
- Professional tone
- Outstanding Greeter
- Employee engagement
- OP Driver / CDL
- Team builder
- Supervisory experience

Professional Experience

Administrative Assistant Skills:

Provide high-level administrative support by handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

- Scheduled meetings, answering phones, managing databases, disseminating information (through email and internal memos), creating spreadsheets, generating reports, ordering equipment, and working with clients or customers.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters.
- Complete forms in accordance with company procedures.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.

Customer Service Skills:

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

- Strong interpersonal skills and confidence, both on the phone and face-to-face.
- Delight customers, above and beyond the call of duty.
- Assured intimate knowledge of the customer's needs and showed empathy for the customers situation.
- Knowledgeable in making sure that I understand the customer request.
- Ability to handle complaints, even when handling unpleasant customers.
- Handles concerns in the best interest of both customer and company.
- Ability to suggest improvements to the various communications by the company.

Education Experience:

United States Army

Honorably Discharge

David W Carter High School

High School Diploma

Employment History:

| | | |
|---------------------------------------|--|------------------|
| Shanta's Home Health Care, Dallas, TX | Administrative Coordinator | 01/2005-present |
| N-links Communication, Desoto, TX | Office Manager | 04/2010-02/2012 |
| Neiman Marcus Group, Irving, TX | Lead Warehouse Associate | 03//2016-11/2017 |
| Chewy's, Dallas, TX | Bark Buddy*<i>Trainer</i> * Fulfillment Specialist/ OP Driver | 06/2018-10/2019 |

REFERENCES UPON REQUEST