



PAULA MBANU

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Summary

Personable administrative professional dedicated to cultivating positive client, staff and management connections. Highly-developed communicator with outstanding skills in complex problem-solving and conflict resolution. Expertise in resource allocation and schedule management.

Skills

- Time management
- Communication skills
- Spreadsheet Management
- Quality Assurance
- Filing
- Reception oversight
- Clerical Support

Experience

Labcorp | Culver City
**Cytology Administrative
Assistant/Specimen Accessioner**
01/2024 - Current

- Processed specimen while adhering to SOP regulations.
- Data entry of private health information.
- Handled confidential documents in an organized fashion according to established protocol.
- Compiled data from various sources into organized reports for review by management team.

Los Angeles Tennis Club | Los Angeles
Front Desk Receptionist
01/2023 - 06/2023

- Updated customer information in databases regularly to ensure accuracy of records.
- Maintained an organized reception area and ensured that all guests were attended to promptly.
- Informed guests about payment methods and verified credit card data
- Liaised with housekeeping staff to ensure all courts were clean and ready to accommodate new guest arrivals
- Made occasional business deliveries to nearby businesses.

Kia Forum Delaware North | Inglewood
Lead Stand Attendant
08/2018 - 01/2023

- Maintained accurate records of all transactions for inventory control purposes.
- Demonstrated knowledge of menu items by providing detailed descriptions when requested.
- Greeted customers and provided excellent customer service.
- Checked identification of customers purchasing age-restricted items.
- Provided leadership during times of organizational change or crisis situations.

Forever 21 | Los Angeles, California
Sales Associate
06/2017 - 03/2020

- Maintained cleanliness of store environment including floors, windows, displays.
- Upsold additional items based on customer interests and needs.
- Provided accurate information about products, prices and services.

- Processed transactions using a point-of-sale system.

Education and Training

Inglewood High School | Inglewood, CA

High School Diploma

2017

California State University, Chico | Chico, CA

Business Management