

RÉSUMÉ

Corrine Payne

Victoria, BC

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ADMINISTRATION / CUSTOMER SERVICE PROFESSIONAL

Energetic, professional with over nine years of administration and secretarial experience. Reputation for working effectively as a team member as well as independently. Strong organizational skills, attention to detail, and excellent written/oral communication in a fast paced environment. Exceptional multitasking capabilities and computer skills.

SKILLS

Sales

- Contact current customers to up-sell company products and services

Correspondence initiation and preparation:

- Record, transcribe and distribute minutes of meetings
- Data entry, word processing

Financial processes:

- Cash, Credit Card and Interact reconciliation
- Invoice generation, tracking, submission, and payment reconciliation
- Payroll,

General office duties:

- Electronic and paper filing of correspondence and documents
- Standard office machinery operation, troubleshooting and maintenance including: computers, printers, fax machines, photocopiers, telephone/switchboards, binders.
- Reception and switchboard duties
- Inventory management

Customer Services:

- Telephone and online customer support
- Online technical support
- Problem identification and resolution
- Frontline customer service

Computer Literacy / Windows Applications:

- Windows XP Office 2003 suite:

MS Word – Excel – PowerPoint – Outlook – Lotus Smart Suite - Access (basic)

- EMS Micros – Reservation systems - Profit Manager - Simply Accounting (basic)
- Email – Search Engines – Internet

Keyboard Speed

- 70 wpm (computer keyboard)
- 85 kpm (data entry)

PROFESSIONAL WORK HISTORY

Customer Service Associate

Columbia Fuels, Victoria, B.C.

Dates: August 2008 – April 2009

Front Desk Agent

Old Dutch Inn, Qualicum Beach, B.C.

Dates: July 2007 – January 2008

Store Manager / Front Desk Agent

Qualicum Bay Resort, Qualicum Bay, B.C.

Dates: May 15, 2007 – August 2007

Front Desk Customer Service Agent

Quality Resort Bayside, Parksville, B.C.

Dates: April 15, 2006 – August 19, 2006

Various Part-Time Employment

Various part-time positions including; online technical customer support, office administration support, residential and commercial janitorial services

Dates: May 30, 2004 – June 15, 2005

Auxiliary Learning Support Associate

Various departments - Royal Roads University, Victoria, BC.

Dates: 2001 - 2003

Administrative Assistant

Various assignments - Kelly Temp. Services, Victoria, BC.

Date: 2001

Office Manager

Nashville's Roadhouse / The Joint Rockroom

Dates: 1997 - 2001

PROFESSIONAL REFERENCES

Katie Hayward, Supervisor & Trainer

Columbia Fuels

Victoria, B.C.

Tel: 250-474-3533 Ext. 3215

Mary Bernard, PhD. Associate Vice-President of Research

Royal Roads University

Victoria, B.C.

Tel: 250-391-2553

Hans Stussi, Owner

Qualicum Bay Resort

Qualicum Beach North, B.C.

Tel: 250-757-2003

Dave Coleman, Director of Operations

C.I.T.O.

British Columbia

Tel: 604-431-1994 Cell: 778-997-2848