

Serkalem Tadesse/Nitsuh Tadesse
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PROFILE

Administrative Assistant with four successful years of providing quality administrative support to frontline and management staff. Outstanding organizational and problem-solving abilities with strong background in office management, project coordination, and staff training. Excellent customer service, communication and technology skills.

EXPERIENCE

(DEA) Data Entry Associate – IBH June 2021 to September 2021

- Responsible for entering patient insurance history and all information into their database using excel.

(DEA) Data Entry Associate - Schaerer USA February 2019 – March 24, 2020

- Responsible for entering customer purchase orders, creating sales
- Responsible for entering installation closeout information and invoicing by using SAP system transaction Codes

Customer Service – HF & SJ Inc., Westminster, CA

March 2016 - Current

- Provide outstanding customer service to clients, up to 100 per day
- Accept cash payments from clients, perform timely secure drops, handling up to \$6K per shift; enter information about summary receipts into computer
- Answer the main telephone lines for incoming calls, deal with inquiries, use fax and e-mail regularly
- Act as the point of contact for internal and external clients
- Assist clients with questions, refer to management as needed

Administrative Assistant – Peace Cyber Café, Addis Ababa, Ethiopia

January 2003 – August 2007

- Organize and schedule appointments
- Plan meetings and take detailed minutes, distribute or upload documents for team members
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers
- Maintain contact lists, ensuring information is updated and correct
- Submit and reconcile expense reports
- Provide general support to visitors
- Act as the point of contact for internal and external clients
- Answer main telephone lines for incoming calls, deal with inquiries, use fax and e-mail regularly

EDUCATION

Administrative Assistant Certificate, North Orange Continuing Education, Anaheim, CA 2018
High School Diploma, Nifas Silk High school Addis Ababa, Ethiopia 2001

SKILLS

- Ability to learn quickly and highly adoptable

- Proficient in Microsoft Office Suite
- Proficient in Systems Applications and Products in Data processing (SAP software)
- Able to type 55WPM