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| LS**Objective**Dedicated office assistant with over seven years of experience, aiming to provide office excellence at Capricorn Inc. Have fulfilled various office duties, including CRM data entry and shipping fulfillment at various firms. Raised customer complaint rectification by 69% and decreased schedule-related errors by 43% at Wolfgang Rock Mineral.**Skills** Data Entry|Customer Service |Written Communication |Organization |Time ManagementInterestsDanceRoller Skating |

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| **Lucia Scott**Office assistant| luciascoott@EMAIL.COM |

**Experience**Work Experience — Office Assistant —Belle Beauty Inc., Boston, MA - 2018-2021Completed office assistant duties for a fast-paced beauty company, including customer relationship maintenance, communication logistics, and shipping handling.Read and respond to client emails, increasing customer retention by 33% and resolving complaints 54% faster than previous office assistants.Completed reports, correspondence, and scheduling using Microsoft Word, Excel, and spreadsheet, lowering scheduling mistakes by 54% and clerical errors by 15%.CashierIntegrity Corp., Dallas, TX2016 – 2018Helped customers by answering questions and fulfilling requestsProcessed new orders efficiently and completed 50+ daily transactions with impressive accuracy.Confirmed the price of specific items for customers and processed products by scanning barcodes.**EDUCATION**BA, Liberal ArtsWalden University**2009 – 2012**Pursued public speaking as a passion and completed the courseworkExcelled in writing and document creationMember of the Women in Technology ChapterMonitored and scheduled shows for the campus radio station |