**Mary Kite**

7101 Marlow Rd. | Amarillo, TX | (806) 731-2365 | mdgomez3000@gmail.com

**PROFESSIONAL SUMMARY**

Resourceful and results-driven **Office Administrator** with 6+ years’ experience in diverse office environments. Proven track record of professionalism, integrity and creativity in office functions. Competent at assigning duties to staff and liaising with customers and stakeholders. Demonstrated ability to prioritize assignments and make effective decisions.

**HIGHLIGHTS OF QUALIFICATIONS**

|  |  |
| --- | --- |
| • Friendly and positive disposition | • Correspondence controlling |
| • Onboard all new staff | • Clerical duties assigning and monitoring |
| • Industry trends identification | • Multi-line telephone system operation |
| • Payroll management | • Meeting deadlines in a busy environment |
| • Reconciliation of transactions | • Bookkeeping |

**TECHNICAL EXPERTISE**

• Microsoft Office: Outlook, Word, Excel, PowerPoint and Publisher
• Video conferencing and PABX management
• Keyboarding speed: 60 WPM

**EDUCATION**

**Amarillo College**, Amarillo, TX – May 2018
Associate in Applied Science – Office Administration

**EXPERIENCE**

**Office Administrator** | July 2010 – Present

*Tascosa Real Estate* – Amarillo, TX

• Redesign office procedures to modernize functions and eliminate redundancy

• Launch an employee-of-the month award program to increase motivation among staff
• Maintain contact with customers and agents by telephone and email
• Assist real estate agents nationwide by providing requested information
• Resolve administrative problems by preparing reports and analyzing data
• Maintain supply and inventory of office relates merchandise
• Type documents and correspondence

**Office Clerk** | Feb 2010 – July 2010

*Fielders* – Amarillo, TX

• Restructured manual processes to fully computerized office
• Developed a new client survey to improve customer service
• Answered incoming telephone inquiries
• Packed manufactured goods for customer pick-ups
• Coordinated area deliveries
• Created reports and invoices
• Performed ad-hock data entry tasks