

# Norma Johnson

## Administrative Assistant / Receptionist

Los Angeles, CA, 92128

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Dynamic, highly motivated, and customer-oriented office professional offering a career history and 10+ years of experience in office administration and customer service (Receptionist) roles. Extensive experience using a variety of office equipment, including: fax machines, phones, photocopiers, and scanners. Proven ability to prioritize work and accomplish multiple tasks simultaneously while utilizing an unmatched work ethic and office administration talent. Confident and poised in interactions with individuals at all levels. Hands-on office experience with efficient time management skills to accomplish goals and meet deadlines. A dependable, self-reliant, and flexible team player who is reliable and follows-through with a conscientious orientation to detail with little or no supervision.

## Work History

### Receptionist, 2018 – Present

*Washington Properties, Los Angeles, CA*

- Provide assistance to the office manager and executives with their day-to-day internal office operations.
- Manage the flow of information into and out of the department, and ensured appropriate documentation.
- Organize all incoming and outgoing correspondence, and ensure compliance of rules and procedures.
- Completed administrative support duties: billing, payroll, calendar management, and mail distribution.
- Responsible for reception duties, such as: answer phone, assist with food orders, sign-in guests, etc.
- Develop and implement more efficient procedures that increase the timeliness and capacity of services.
- Correspond directly with senior management to take corrective actions in a decisive and timely manner.

### Administrative Assistant, 2014 – 2015

*Pfizer Research, Los Angeles, CA*

- Answered multiple phone lines, providing immediate assistance to clients, vendors, and other sites.
- Greeted clients, managed meetings, created meeting minutes, and provided indispensable office support.
- Increased office productivity by revising office administration systems to make records more accessible.
- Built office relationships with an emphasis on communicating and setting management expectations.
- Scheduled appointments to maximize use of facility while creating reasonable workload for management team. Reviewed billing, processed insurance claims, prepared weekly schedule and verified billable hours.
- Performed administrative tasks, such as: filing, faxing, answering phones, and maintaining office records

## Education

*University of Georgia - Athens, GA*