

Elizabeth R Farris

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Summary

I'm interested in a full-time position with a team-based and independent work environment that will allow me to use my superior skills and bring strong work ethic and excellent organizational skills to any setting.

Skills

- Administrative Support Specialist
- Customer Service Oriented
- Microsoft Office Proficient
- Billing
- Call center
- Central point of contact
- Data entry
- Filing
- Scheduling
- Switchboard operator

Experience

TN DEPARTMENT OF SAFETY AND HOMELAND

July 2020 to Present

Driver's License Examiner - 37.5

Antioch, TN

- Customer Service for the public acquiring driver's licenses, permits, road and knowledge skills test
- COVID-19 screening
- Verify paperwork needed for driver's license services

DHS - TENNESSEE REHABILITATION CENTER

February 2020 to Current

Secretary to Associate Deans

Smyrna, TN

- Provide administrative and customer service support for associate deans and the public.
- Collaborate with advisors, deans and students to complete vendor purchase orders/billing for student supplies and certifications as well as alphanumeric data entry.
- Back-up for switchboard operator.

MIDDLE TN ELECTRIC MEMBERSHIP CORP.

May 2018 to February 2020

Engineering Administrative Assistant

Murfreesboro, TN

- Provided administrative support for electrical engineers and the engineering department.
- Documented and maintained job completions, generate invoices for billing and update accounts accordingly.
- Maintained files both electronic and paper system and well as provide customer service.
- Provided telephone reception support when needed.
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FIRST BANK INVESTMENT PARTNERS

February 2018 to April 2018

Administrative Assistant

Murfreesboro, TN

- Provided administrative support for financial investment department.
- Communicated with clients and advisors and update account information via telephone as well as face to face.
- Prepared documentation for updated files to immediate supervisor and financial advisors.
- Created and maintained Excel spreadsheets for client files.

NATIONAL HEALTHCARE CORP.

January 2018 to February 2018

Medical File Clerk

Murfreesboro, TN

- Created patient files to be stored in file cabinets and boxes.

VOLUNTEER BEHAVIORAL HEALTH CARE SYSTEMS November 2017 to January 2018

Patient Service Representative

Murfreesboro, TN

- Interacted with customers responding to phone calls received to a call center.
- Responded with information assistance, verifying healthcare insurance, transferring and returned calls as needed.
- Recorded and entered information regarding calls into a database and appointment scheduling system

INGRAM CONTENT GROUP

October 2017 to November 2017

Production Worker

LaVergne, TN

- Prepared, assembled, labeled, made covers and packaged books for shipment and orders.

TN DEPARTMENT OF HEALTH

October 2015 to July 2017

Administrative Assistant 1

Jackson, TN

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.

- Designed electronic file systems and maintained electronic and paper files.
- Received and screened a high volume of internal and external communications, including email and mail.

TN DEPARTMENT OF CHILDREN SERVICES

September 2012 to October 2015

Secretary

Trenton, TN

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Designed electronic file systems and maintained electronic and paper files.
- Served as central point of contact for all outside clients needing to gain access to the building.
- Made copies, sent faxes and handled all incoming and outgoing correspondence.
- Facilitated working relationships with co-tenants and building manager.

TN COMMUNITY SERVICE AGENCY

June 2011 to September 2012

TennCare Service Representative

Jackson, TN

- Provided customer service to TennCare recipients.
- Handled incoming and outgoing phone calls.
- Keyed alphanumeric data entry for client information.

TN DEPARTMENT OF HUMAN SERVICES

June 2009 to June 2011

Tier I Clerk

Trenton, TN

- Collaborated with other administrative team members, human resources and finance department on special projects and events.
- Handled and distributed all incoming and outgoing mail.
- Created and maintained computer and paper-based filing and organization systems for records, reports and documents.

Education and Training

West Tennessee Business College

June 2010

Associate of Applied Science: Medical Assistant

Jackson, TN

GPA: 4.0

- Dean's List Honoree 2008 - 2010

Tennessee Technology Center

December 2004

Medical Office Assistance

Newbern, TN

GPA: 3.5

- Completed coursework in Medical Terminology, Medical Transcription and Receptionist/ Customer Service
- Financial Aid Appeals Committee Member

Accomplishments

- 20+ years of Administrative experience.
- 8 years of experience working for the State of Tennessee including:
 - Tennessee Department of Health.
 - Tennessee Department of Children Services.
 - Tennessee Department of Human Services.
- Associates of Applied Science: Medical Assistant Degree.
- Well versed in Microsoft Office suite of products.

References

Matt Walker, Financial Advisor FirstBank Investment Partners 615 Memorial Blvd.
Murfreesboro, TN 37129 615-907-5546; Dave Burnham, Human Resources Manager
Randstad Staffing Agency 1741 S. Rutherford Blvd. Murfreesboro, TN 37130 615-893-3333;
Philip Davenport, Engineering GIS Supervisor Middle Tennessee Electric Membership Corp.
555 New Salem Hwy Murfreesboro , TN 37129 615-494-1541

Certifications

Receptionist/Customer Service Certificate
Data Entry Specialist Certificate