

## Gwendolyn Atkinson

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### Executive Profile

Ambitious Director Coordinator who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals. Energetic and reliable Office Manager skilled with working with a diverse group of people. Self-motivated administrative professional with extensive experience overseeing business office operations.

### Skills Highlight

- Project management
- Leadership/communication skills
- Client account management
- Negotiations expert
- Self-motivated
- Deadline-oriented
- Strategic planning
- Standard operating procedures
- Self-directed nature
- Self-starter
- Problem resolution
- Spreadsheet development
- Employee training and development
- Schedule management
- Human resources understanding
- Business operations organization
- Human resources
- Employee relations
- Customer-oriented
- Scheduling proficiency
- Staff development expertise
- Analytical problem solving
- Operations experience
- Travel administration
- Microsoft Office
- QuickBooks

### Core Accomplishments

#### *Calendaring*

Planning all meetings and travel for CEO.

#### *Scheduling*

Facilitating onboarding of new employees by scheduling training, answering questions and processing paperwork.

#### *Research*

Investigating and analyzing client complaints to identify and resolve issues.

#### *Multitasking*

Demonstrating proficiencies in telephone, email, fax, filing and front-desk reception within high-volume environment.

- *Administration* Schedule management Human resources understanding
- Answered multiple phone lines, transferred calls to corresponding departments, filed client's records and billed accordingly. Assist in purchases and lease administration activities including lease set up, administer lease changes, generate reports, etc.
- Prepare and coordinate bid proposals, service contracts and approved invoices.
- Maintain purchases and property files

#### *Customer Service*

Handling customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

- Review records for completeness, assemble records into standard order and file records in designated areas per alphabetic and numeric filing system.
- *Planning*
  - o Arrange, schedule and coordinate all logistics and travel itineraries for staff of 7 employees.
  - o Ensures staff is equipped with all necessary supplies and collateral for long distance travel.
- *Administration*

Perform administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

#### **EDUCATION: University of Phoenix**

- **04/2008 - 10/2010** Degree: Bachelors of Science of Business Management
- **03/2004 - 03/2006** Degree: Associate of Arts in Accounting

#### **Professional Experience**

**09/2003 - Current** **Totally Directed Enterprises, Inc.**

##### **Director/Office Manager**

Coordinates all department functions for team of 7 employees. Maintain detailed administrative and procedural processes to improve accuracy and efficiency. Verifying and logging in deadlines for responding to daily inquiries. Contact businesses to discuss status of invoicing, rebilling and reimbursement process to ensure account resolution. Updating clients' accounts and information daily. Creating databases and spreadsheets to improve inventory management and reporting accuracy. Managing incoming and outgoing calls for busy office. Providing support for CEO and sales team in managing operation workflow. Communicating with clients via phone, email and in person to obtain payments on outstanding accounts or accounts requiring deductibles or down payments. Handling and processing confidential clients' information. Interviewing and negotiating employment offers. Supervising assigned staff work projects. Establishing company and individual performance standards, resolving conflicts, scheduling meetings and travel.

**08/1994- Present** **United State Postal Service**

##### **Postmaster Relief Clerk / Carrier /Mail Clerk / RCA**

Processed inbound and outbound mail, maintained customer PO Box screen, assisted customers and close money transactions, customer service duties and consumer relations, answer phones, bookkeeping, open and close of office. Delivery mail and packages to customers homes and businesses.

**03/1994 - 04/1996** **Town of Sunshine, LA**

##### **Assistant Clerk**

Help perform several administrative tasks: maintaining records and issuing licenses and permits, answering the phone and serving walk-in customers.