

Rhonda James

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Human Resources Administrator

- Client Relations Management
- Cost Containment & Control
- Accounts Payable/Receivable
- Training and Coaching
- Detail-Oriented
- Creative Problem-Solver
- QuickBooks Payroll Processing
- Quality-Driven Communication
- Proposals, Quotes & Invoicing

Professional Experience - Overview

Dynamic and performance-driven administrative professional with strong organizational, customer service and communication skills. Multi-disciplinary with emphasis in records management, payroll processing, and accounts payable and receivable.

- Distinguished performance maintaining timely and accurate financial reporting; including accounts payable and receivable.
- Completed accurate calculation and processing of payroll, managed billing, invoices, proposals and files for large corporate accounts.
- High-impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members and top-tier executives.
- Compiled and itemized proposals utilizing QuickBooks software to create streamlined documentation for potential client accounts.
- Operated high-volume switchboard and maintained daily direct and indirect client-relations operations including acting as point of contact when customers call in, providing company information and forwarding appropriately based on needs.
- Facilitated customer satisfaction through immediate resolution of conflicts for strengthened client retention and loyalty.
- Provided high-level administrative support and managed organizational policies and procedures.
- Drove customer loyalty initiatives and productivity gains through effective and efficient customer-relationship management.

Professional Development

Bachelor of Science in Psychology, York College, CUNY, Jamaica, NY - *In progress*

Associate of Arts, Queensborough Community College, CUNY, Bayside, NY - May 2010

Work Experience

Clerical Office Manager
Customer Service Rep.
Assistant/Intern

MCS Mechanical
The Campus Bookwork's
ADP

12/2010 - Present
5/2009 - 12/2008
Summer, 2008

Computer Skills

Microsoft Excel, PowerPoint, Word, Outlook, ADP, Blackboard and QuickBooks