

Functional Resume

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SUMMARY OF QUALIFICATIONS

- Ten years successful experience in business office administration
- Six years of highly effective associate and office management
- Three years extensive practical hands-on experience in customer service
- Proficient in Microsoft Office: Word, Excel, Outlook; working knowledge of QuickBooks
- Competent working alone or as a cooperative team member

EDUCATION

Tidewater Community College, Virginia Beach, VA
Associate of Applied Science Degree: Management, May 2007

RELEVANT EXPERIENCE

CUSTOMER RELATIONS/CUSTOMER SERVICE

- Resolve all billing matters for customers and Hampton Roads Business Machines
- Provide insurance eligibility status to patients of Coastal Vision
- Coordinate product information for sales department and incoming sales calls
- Handle calls for equipment service and provide resolution or dispatch technician
- Provide contract information and additional service benefits
- Call patients to schedule annual eye appointments

MANAGEMENT

- Prioritize service calls and dispatch service technicians
- Track and expedite equipment, parts, and supply orders
- Scheduled daily tasks for six data entry associates' at Gold Key Resorts
- Organize AR recordkeeping and invoicing for Hampton Roads Business Machines
- Review customer files to ensure contracts executed properly

OFFICE ADMINISTRATION

- Answer multi-line phone
- Handle all aspects of a small business office
- Process credit card payments for contracts and supply orders
- Confirm one-day and one-week patient appointments at Coastal Vision
- Maintain office and equipment supply inventory

EMPLOYMENT HISTORY

06/07 to Present	Office Manager	HR Business Machines	Chesapeake, VA
06/08 to Present	Nursery Coordinator	St. John the Apostle	Virginia Beach, VA
03/07 to Present	Confirmation Clerk	Coastal Vision	Virginia Beach, VA
01/01 to 06/07	Data Entry Supervisor	Gold Key Resorts	Virginia Beach, VA