

# Henry Carmichael

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**Objective:** Administrative Assistant

## Summary of Qualifications

### Administrative Support

- Word-processed letters, memos and forms, ensuring accuracy of grammar, punctuation, spelling and format
- Scheduled appointments, business meetings and travel accommodations
- Accurately type 40 wpm
- Coordinated large mailings by assembling and collating materials
- Reorganized and maintained alphabetical and chronological filing systems
- Ordered and inventoried office supplies and equipment
- Experienced in the use and basic troubleshooting of various office equipment, including computers, printers, copiers, faxes, and scanners

### Public Contact and Communication Skills

- Speak and write fluent Spanish; know basics of American Sign Language
- Explained in Spanish and English information about programs, processes and procedures
- Researched, prepared and edited company newsletter and promotional materials
- Managed busy phones: took messages and referred callers to appropriate party
- Responded to angry, upset customers by using patience and listening skills
- Attended meetings and prepared minutes

### Computer Experience

- Designed and created various documents: newsletters, brochures, flyers, spreadsheets, reports, letters, and memos
- Used database software to enter/retrieve information and create customer lists
- Created new, and updated existing, web pages using FrontPage
- Experience using Excel, Access, PowerPoint, PageMaker, FrontPage, and Word

## Relevant Experience

**General Office Clerk** – Holten Company, Portland, OR (20XX – 20XX)

**Receptionist/Typist** – XYZ, Inc., Troutdale, OR (20XX – 20XX)

**Office Assistant** – Access Center, Gresham, OR (20XX – 20XX)

**File Clerk** – Crete and Company, Gresham, OR (20XX – 20XX)

## Education

**Associate of Arts, Oregon Transfer (Psychology focus)** - Portland Community College,  
currently pursuing