

Rhonda Dolliver

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Qualifications Summary

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer service & relations
- Accounts payable/receivable
- Filing & data archiving
- MS Office proficiency
- Office equipment operation
- Telephone reception

Experience Highlights

Administrative Support

- Performed administrative and secretarial support functions for the Vice President of a large sportswear manufacturer. Coordinated and managed multiple priorities and projects.
- Provided discreet secretarial and reception services for a busy family counseling center. Scheduled appointments and maintained accurate, up-to-date confidential client files.
- Assisted with general accounting functions; maintained journals and handled A/P and A/R. Provided telephone support; investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part-time staff and interns.

Customer Service & Reception

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization, and to assist medical professionals in the triage process.
- Orchestrated hotel special events and reservations; managed customer relations and provided exemplary service to all customers.

Management & Supervision

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel. Oversaw all operations including restaurant, housekeeping, and maintenance. Troubleshoot and resolved problems, mediated staff disputes, and handled customer complaints.
- Participated in staff recruitment, hiring, training, and scheduling. Supervised a front-desk staff.

Employment History

Patient Services Registrar, Grogan Health System Hospital, Grogan, Massachusetts

Assistant Front Office Manager, Sheraton Exeter, Exeter, Massachusetts

Receptionist/Secretary, Family Counseling & Guidance Center, Boston, Massachusetts

Administrative Assistant, Greenland Sportswear, Grant, Massachusetts

Accounting Assistant, Guardian, Inc., Gonic, Illinois

Education & Training

Grogan College, Exeter, Massachusetts (2007-Present)

Bachelor of Science, Business Administration