

Kim M. Ellison

Objective

Highly motivated and enthusiastic individual with exceptional customer service skills and a friendly attitude. Looking for an administrative assistant position to apply 30+ years of experience to a school with the ability to handle high volume calls, assist all stakeholders, keep inventory, process student enrollments, process student withdrawals, and perform general administrative duties. Offering excellent time management skills and ability to multi-task while working within deadlines and time constraints.

Experience

Bookkeeper, DeKalb County School District

2016 – Present

- Verifies, allocates, and posts details of business transactions as well as maintains and monitors school and/or department budgets, payroll and purchases.
- Reconciles and balances accounts
- Evaluates and executes the purchase of any supplies or equipment needed under the direction of the principal
- Compiles reports and records to display relevant statistics such as cash receipts and expenditures, accounts payable and receivable, and other items pertinent to operation of business
- Monitors all credit card purchases
- Schedules times for funds to be received from staff and receives said funds
- Enter payroll and reports
- Submit Workers Comp and Short Term Disability Claims to the District Office
- Support for the Front Office Administrative Assistant

Principal's Secretary/School Registrar, DeKalb County School District

2004 - 2016

- Providing quality customer service to stakeholders in the front office, through phone calls and email correspondence
- Creating documents to send to various entities including parents and other schools
- Registering new and transfer students with Infinite Campus system
- Handling secured documents
- Corresponding routinely with district personnel and other campuses
- Supporting administration with state reporting
- Extensive use of Microsoft Office and Infinite Campus. Secretary to principal. Provide customer service to all that enter the building. Answer phones and relay messages to the employees. Fill supply orders and call service departments.

Georgia Service Order Administrator, AT&T

2000 – 2004

- Trained peers on new services, methods, and procedures
- Worked in a case team environment closely with project managers and negotiators on provisioning orders
- Investigated and informed sales negotiators of issues that would affect critical dates
- Entered order error and billing report
- Handled rerates and scheduling for cuts

Consumer Sales and Services Specialist, AT&T

1995 - 2000

- Handled high volume of incoming calls and customer call backs on calling plans, rerates, billing inquiries and product/service offerings based on customers usage through a call center

Customer Service Specialist, AT&T

1989 - 1995

- Handled complex order issues, billing disputes and plan information
- Handled manager takeover calls from the account representatives
- Assisted representatives with completing calls effectively

Education

Howard University, Washington, D.C.

1984 - 1988

B.S. in Merchandising (Major) and Marketing (Minor)

Professional Recognition/Accomplishments

- DCSD Educational Support Person of the Year (2016)
- 3Sigma Club Exceeding Goals (AT&T)
- DeKalb County Schools Attendance Meritorious Award
- Nominee for Auxiliary Personnel of the 2007-2008
- 2012-2013 Auxiliary Staff/4H Leader of the Year
- Developer of Methods and Procedures Handbook for Order Entry Department (AT&T)

Skills

- Quality customer service in corporate offices and school environments
- Knowledge of Schoolbooks, GUI, Munis, and Infinite Campus
- Experience in school finance, forecasting and inventory management
- Principal's End of Year Checkout