

Betty Mitchell
972-286-9649
bdmitchell2@tx.rr.com

SUMMARY

Motivated and pleasant Clerical professional with a broad background in administrative support, including receptionist, data entry and claims support. Recognized as an organized, pleasant and trustworthy employee who handles confidential and sensitive information with complete discretion. Known for strong attention to detail and excellent judgment in problem resolution when dealing with customers/clients. Computer literate with working knowledge of Microsoft Word, Excel and a typing speed of 55+ WPM. Notary Public.

PROFESSIONAL EXPERIENCE

Nancilyn Long, EA Accounting and Tax Service, Kaufman, Texas 2009 - 2010
Receptionist / Clerk

- Answered phones, screened calls and received messages
- Created spreadsheets and reports to aid in tax preparation
- Performed client's payroll and bank reconciliations
- Scheduled all appointments and maintained calendars for all staff
- Organized and filed client documentation, protecting confidentiality
- Processed incoming/outgoing mail
- Ran office errands

Cunningham Lindsey, Lewisville, Texas 2008
Receptionist/Switchboard Operator

- Answered multiple line switch board, forwarded calls and answered questions
- Greeted clients, determined nature of visit, contacted proper department for escort
- Processed incoming/outgoing mail, UPS or overnight deliveries

Claims Support Technician

- Served as first contact with clients by telephone, answered questions, explained procedures
- Initiated new claims process, performed data entry of client information into database with complete accuracy
- Acted as liaison between clients and adjustors, coordinated details
- Addressed client's concerns about claim process

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Page 2

PROFESSIONAL EXPERIENCE (Continued)

Dallas Center Early Childhood Intervention Service, Dallas, Texas 2002 - 2008
(Through Grove Temporary Service, Inc., Garland, Texas)

Data Entry / Front Office Back up

- Data entry into live state database
- Created, updated, filed and maintained confidential data
- Opened, sorted, routed incoming/outgoing mail
- Created intake packets for staff
- Created mail outs/handouts for doctor's offices, daycare and health fairs
- Entered daily time logs/generated reports
- Maintained staff form shelf/office supplies
- Processed medical/insurance data
- Performed backup for company receptionist
- Answered multiple line phone system, directed calls and took messages

EDUCATION

Skyline Magnet School Dallas, Texas
One Year Business Course

H. Grady Spruce High School Dallas, Texas
Graduate