

**References:** Available on request

**Certifications**

 Microsoft Office Specialist (Excel, Word, Outlook) – 2022  
 HIPAA Compliance Training – 2021  
 QuickBooks Certification – 2020

**Education**

**Associate Degree in Office Administration**  
Georgia State University – Atlanta, GA  
Graduated: 2016

**Key Skills**

* Data Entry & Database Management  
   Document Filing (Physical & Digital)  
   Microsoft Office (Excel, Word, Outlook, Access)  
   Scheduling & Calendar Coordination  
   Multi-line Phone System Operation  
   Records Retention & Archiving  
   Mail Distribution & Office Supplies Management  
   Customer Service & Front Desk Support  
   QuickBooks & Basic Bookkeeping  
   Office Equipment (printers, copiers, fax machines)  
   Confidential Document Handling  
   Team Collaboration & Task Prioritization

**Address:** 123 Maple Street • Atlanta, GA 30301

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### ****Professional Experience****

**Office Clerk | Hamilton & Co. Legal Associates – Atlanta, GA**  
August 2021 – Present

* Maintain a document management system for over 3,000 client files, ensuring secure storage and quick retrieval.
* Coordinate court document filings, track deadlines, and prepare basic legal correspondence for attorney review.
* Schedule client meetings and conference calls across multiple time zones.
* Provide clerical support including scanning, copying, and data input into legal management software.
* Process incoming/outgoing mail, ensuring timely delivery of sensitive documents.

**Administrative Office Clerk | Midtown Health Services – Atlanta, GA**  
March 2019 – July 2021

* Supported a busy medical office with daily tasks including insurance verification, appointment scheduling, and patient record updates.
* Entered patient data into an EHR system, ensuring HIPAA compliance and zero-error record keeping.
* Handled front-desk reception: greeted patients, answered phones, routed calls, and processed check-ins/check-outs.
* Maintained stock of office supplies, prepared purchase orders, and coordinated vendor deliveries.

**Office Assistant / Clerk | Regal Business Services – Decatur, GA**  
June 2016 – February 2019

* Provided administrative support to HR, finance, and operations departments.
* Processed over 50 invoices weekly, logged expense reports, and tracked supply budgets.
* Managed employee files and updated internal records in Excel and HR software.
* Performed reception duties, managed incoming calls, scheduled meetings, and organized catering for corporate events.
* Supported onboarding and orientation for new employees by preparing welcome packets and collecting required forms.

**Professional Summary**

Highly organized and reliable Office Clerk with 6+ years of experience providing administrative support in healthcare, legal, and corporate environments. Proven track record in maintaining accurate records, managing correspondence, coordinating schedules, and supporting smooth office operations. Adept at using Microsoft Office Suite, CRM platforms, and office management software. Committed to delivering high-quality work while maintaining confidentiality and professionalism.

**Rwanda Roy**

**Office Clerk**