



## Jane Collins

Administration · UseVerb

📍 Houston, TX, USA

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### About

Hey there, I'm Jane! I've been working in administration for the past 3 years and absolutely love it. My friendly personality combined with my exceptional organisation skills allows me to provide a great customer experience. In my spare time, I love to bake, which makes me a great hit in the office.

### Talents & Endorsements

Professional phone manner · Excellent customer service · Diary/calendar management · Data reporting · Document control · Collaborative team player

### Experience

#### Administrator · UseVerb

2019 - Present · Perth WA, Australia

- Process and maintain database records for reporting
- Respond to customer service requests via email, phone or in-person support
- Process invoices, receipts and all payment records
- Provide effective supervision and training to all new staff

#### Junior Administration · Fox & Co. Dental

2018 - 2020

- Confirmed and facilitated patient appointments
- Maintained an organised patient database including patient info, insurance policies and payment details.
- Responded to telephone and email enquiries, as well as in-person customer requests
- General administrative tasks such as scanning, printing and faxing.

### Education

#### Diploma of Administration · Administration College

2015 - 2017 · Fremantle WA, Australia

