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# Patricia Gibbs

## Administrative Assistant

*Experienced, results-oriented Administrative Assistant with proven abilities in developing positive relationships with clients and coworkers.*

### Contact

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📞 951-581-7206

### Work Experience

Oct 2015 - Sep 2016

Records Clerk / Integrion Group / Albuquerque, NM, United States

- This position is responsible for operating the front desk switchboard, which includes Answering general telephone calls into the office, distributing these calls to the appropriate personnel
- Greeting and triaging the needs of office visitors
- Creating new claims in our computer system as they come in to the office,
- Opening and coding mail, scanning documents and providing general clerical office support
- Files the First Report of injury electronically with Workers' Compensation Administration.
- Creates new electronic file on internal server and scans file documents to same.
- Responsible for office administration and coordination related to facility maintenance and office security.
- Creates and maintains spreadsheets and documents related to the business needs of the office.

Sep 2011 - Jan 2015

Client Service Rep / Regus Management Group / Anaheim, CA, United States

- Administrative assistant for about 80 to 150 different companies in a business center setting.
- Provide the image and service representative of a 5-star business center through smiling, professionally greeting clients, communicating clearly and effectively, taking pride in the center appearance and enjoying a professional business environment.
- Answering a multi-line phone, making sure all calls are answered in a timely manner.
- Billing and accounts payable, receivable, collections.
- Taking and making appointments, send and receive mail and Fed Ex packages.
- Binding projects, filing and scanning, faxing, presentation preparation.
- Collection Process, Credit Notes, invoicing, processing payments, late fees, collection calls.
- AR Reports, resolve customer issues related to their accounts using Oracle.
- Scanning and processing checks and credit cards, issuing credits.
- Leasing Offices, Preparing Sales Contracts.
- Manage thoroughly Customer complaint handling or issues. Escalate when appropriate.
- Setting up video conferencing, Retainers, Renewals, terminations, buy outs, move in, move outs.
- Sales promotions, Client tours.

### Mar 2000 - Aug 2011

#### Office Technician / County of Orange/Social Services Agency / Orange, CA, United States

- Coordinate CAST (Child Abuse Services Team) interviews using daily communication with telephone and personal contact with members of the community including county and city police departments, Detectives, District Attorneys, Doctors, and Social Workers on a daily basis.
- Tracking and writing reports for CAST Program Manager containing confidential information
- Maintain County computer system to input data into State files and also maintain manual filing systems.
- Coordinate paperwork for District Attorney, Detectives for court cases, and prepare statistical reports.
- Administrator for main County database containing sensitive and confidential case information.
- Answer and redirect calls from a multi-line phone. Greet and redirect clients and visit.
- Run background checks on clients and print all reports needed.
- Maintain and update County used forms.

### Dec 1993 - Mar 2000

#### Group Counselor / County of Orange/Social Services Agency, Orangewood Children's Home / Orange, CA, United States

- Supervised the work, study, mealtime, recreational and field trip activities of children while using techniques designed to improve their social skills; feeds and changes clothing of younger children and assists with food services.
- Instructs children in standards of conduct, hygiene, citizenship, interpersonal relationships and socialization processes; projects an adult role model for the children consistent with acceptable community standards.
- Provides crisis intervention and discipline as needed with special emphasis on awareness of emotional escalation; comforts/counsel's children; directs or assists in situations requiring physical restraint of children and writes follow-up reports of such actions.
- Insures the children are provided with a safe, secure environment; watches for unsafe conditions and reports faulty equipment; maintains unit in a clean and sanitary condition and involves children in housekeeping chores to develop work skills and sense of responsibility; takes immediate action to deal with emergency and unusual situations.
- Checks for and reports illnesses; gives medications as prescribed by physician; provides child care services for ill, battered or severely disabled children; transports children to the hospital or court.
- Assists in formulation of case treatment plans for assigned children with participation of child, other counselors and Social Services Workers, monitors and evaluates progress of assigned cases and provides activities and counseling sessions; monitors and promotes positive parent/child interaction between the children and their visitors.
- Prepares case records, development assessments, log entries and Special Incident Reports.
- Processes children admitted to facility and helps to minimize the trauma associated with the separation of minors from parents or guardians.

## Education

Sep 1991 - Jan 1992

General / Mt. San Jacinto Community College / Meniffee, CA, United States

Sep 1971 - Jan 1975

General Ed / Westminster High School / Westminster, CA, United States

## Skills

Microsoft Office Suite



Adobe PhotoShop



County Programs · CWS/CMS · CALWIN · CDS · UDS



CISCO Phone Systems



ClaimPilot | Claims Management



EVO Phone System



i Photo, i Movie



Oracle



POS, Business



## Awards

June 2014

Excellent Customer Service / Service Reward / Anaheim, CA, United States

*Company Worldwide Service Award*

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