Emily Sorensen

Administrative Assistant

Omaha, NE (402) 555-0153 emily.sorensen@email.com linkedin.com/in/emilysorensen

SUMMARY

Administrative assistant with an associate degree in business from Metropolitan Community College and 3 years of front-office work in a clinic and a college admissions office. Handles calendar management, data entry and records for 4 providers, and builds reports in Excel, Word and PowerPoint. Organized and steady with patients and staff.

EXPERIENCE

Front Office Receptionist

06/2025 - Present

Elkhorn Valley Physical Therapy — Omaha, NE

Outpatient physical therapy clinic with 4 therapists.

- Handle calendar management for 4 therapists, booking **70+** appointments a day in Outlook and the clinic EHR.
- Verify insurance and enter intake data for 25 new patients a week with attention to detail.
- Create monthly visit reports in Excel and letters in Word for referring physicians.
- Maintain digital filing and records for 1,200 active charts, scanning paper forms the same day.

Student Office Assistant

08/2023 - 05/2025

Metropolitan Community College Admissions Office — Omaha, NE

Part-time campus job, 15 hours a week.

- Directed **40+** walk-in students a day to admissions, advising and financial aid.
- Updated applicant records through data entry in the student system, about 100 files a week.
- Drafted PowerPoint slides for 6 new-student orientation sessions.
- Answered 60+ calls a day on the main admissions line and booked campus tours for prospective students.

SKILLS

- **Microsoft Office**
- **Excel**
- **Word**
- **Outlook**
- **PowerPoint**
- **Calendar Management**
- **Data Entry**
- **Filing and Records**
- **Customer Service**
- **Attention to Detail**

EDUCATION

Associate of Applied Science

Metropolitan Community College

Business Administration

Omaha, NE

05/2025

CERTIFICATES

Microsoft Office Specialist: Excel Associate

Microsoft

04/2025