Marcus Bell

OFFICE ADMINISTRATOR

Omaha, NE (402) 555-0119 marcus.bell@email.com linkedin.com/in/marcusbell

SUMMARY

Office administrator with 5 years of office administration, the last 3 at a 30-person law firm covering the front office, billing support, records management and facilities. Handles client intake and invoice preparation, keeps confidential files in order, and works in the Microsoft Office Suite every day.

SKILLS

Office Administration • Microsoft Office Suite • Excel • Word • Outlook • PowerPoint • Billing Records Management • Customer Service • Time Management Skills

EXPERIENCE

Office Administrator 04/2023 - Present

Platte River Law Group Omaha, NE

Business and estate law firm with 18 attorneys and 12 staff.

- Run front office operations for **30** attorneys and staff, including reception, mail, supplies and conference rooms.
- Process $650K a month in client billing and trust deposits through Excel and the firm's billing system.
- Maintain 4,000 confidential client and matter files under the firm's records retention policy.
- Coordinate IT, cleaning and building vendors, resolving 90% of office issues the same day.

Administrative Assistant 06/2021 - 03/2023

Prairie Wind Insurance Agency Omaha, NE

Commercial and personal lines insurance agency with 15 employees.

- Managed calendars and client appointments in Outlook for 5 agents.
- Entered 300+ policy changes a month with 99% accuracy in the agency system.
- Wrote renewal letters and certificates in Word for 1,200 commercial clients.
- Built a PowerPoint onboarding guide used to train 4 new hires.

Customer Service Representative 08/2019 - 05/2021

Midlands Home Services Omaha, NE

Part-time role during college at a home repair company.

- Arranged 40 service appointments a day by phone and online chat.
- Resolved billing questions with customer service ratings of 4.8 out of 5.
- Processed payments and refunds for 200 accounts a week.

EDUCATION

Bachelor of Science 05/2021

University of Nebraska Omaha Omaha, NE

Business Administration