Tanya Brooks

OFFICE CLERK

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SUMMARY

Office clerk with 2 years of front and back office experience at a property management firm and a dental practice. Processes 150+ work orders a week in Excel and Microsoft Office, handles multi-line phones and walk-in customer service, and keeps paper and digital files in order. Types 60 WPM with close attention to detail.

EXPERIENCE

Office Clerk

03/2025 - Present

Scioto Ridge Property Management — Columbus, OH

Manages 1,100 apartment units across 9 Columbus communities.

- Process **150+** maintenance work orders a week in Excel and assign each one to 12 technicians by priority and location.
- Handle a 6-line phone system and the front desk, resolving 80% of resident questions and complaints without a manager.
- Maintain lease and tenant files for 1,100 units, converting 3,000 paper records to scanned PDFs during 2025.
- Compile weekly delinquency and vacancy reports in Word and Excel and complete data entry for 200 vendor payments a month.

Front Desk Receptionist

08/2023 - 02/2025

Brightway Family Dental — Columbus, OH

Family dental practice with 2 dentists and 3 hygienists.

- Checked in **45** patients a day and verified insurance eligibility and contact details before each appointment.
- Scheduled 200 appointments a week across 5 providers and sent reminder emails through Outlook that cut no-shows by 20%.
- Sorted incoming mail, faxes and lab cases each morning and filed signed patient forms the same day.
- Collected copays and balanced the cash drawer at close every day, with zero variances over 18 months.

SKILLS

Microsoft Office | Excel | Word | Outlook | Data Entry | Multi-Line Phones | Customer Service | Filing | Typing (60 WPM) | Attention to Detail

EDUCATION

Associate of Applied Science

05/2023

Columbus State Community College — Columbus, OH

Office Administration

CERTIFICATES

Microsoft Office Specialist: Excel Associate

11/2024

Microsoft