

Rita McMasters

Cell: (715) 424-6893

218 5th Street, Wisconsin Rapids, WI 54494

rmcmasters@nuwaymail.com

Profile

A talented, highly motivated technical college graduate offering a solid combination of academic study and work experience in administrative support practices, office technology and customer service. Well regarded for organizational, problem-solving and interpersonal communication skills with excellent attention to detail. Able to manage multiple projects simultaneously while meeting deadlines and quality standards. Energetic and positive-minded; work well independently and as a team member.

Core Skills:

Administrative & Office Support • Organization • Time Management • Oral & Written Communications Management Reports • Customer Service • Project Coordination • Records/Database Management Office Technology • Vendor Relations • Team Collaboration

Education

MID-STATE TECHNICAL COLLEGE, Wisconsin Rapids, WI 2010

Associate in Applied Science degree – Administrative Professional

- Selected courses: Introduction to Business, Microsoft Office-Introduction, Written Communication, Web Principles: HTML/Expression Web, Business Information Management, Administrative Office Procedures, Speech, Customer Service Management, Hardware & Software Troubleshooting.
-

Work Experience

MID-STATE TECHNICAL COLLEGE, Wisconsin Rapids, WI August 2008–March 2010

Clerical Assistant, Student Affairs Office (August 2009–August 2010). Assisted with projects that included filing and removing outdated materials.

Library Assistant (August 2008–August 2009). Performed tasks that included inputting data and organizing periodicals. Met all deadlines. Assisted students, staff members and other users.

UNIVERSAL SALES CONCEPTS, Orlando, FL March 2006–Present

Field Sales Representative

Market products through in-store demonstrations. Project a positive, professional demeanor with customers and store employees.

- Consistently meet sales goals through skills in planning, customer relationship building, product knowledge and sales closing.
- Train and mentor new hires in all systems and procedures.

PRIVATE DUTY CARE SERVICE, Wisconsin Rapids, WI August 2004–Present

Independent Contractor

Perform in-home care that includes household organizing, pet care, meal preparation and garbage removal.

- Conduct initial client interviews and prepare a personalized care plan.
- Follow up with clients on a regular basis to make plan adjustments to ensure client satisfaction.

COMMUNITY CARE SERVICES, Wisconsin Rapids, WI June 2000–August 2004

Private-Duty Home Care Worker

Assisted individuals with daily living skills and other needs. Provided positive motivation to clients.

- Completed light housekeeping chores and prepared meals.
- Scheduled appointments and safe transportation.
- Reported problems to social workers and family members as appropriate.