

AMBER KATES

ACCOUNT AND OFFICE MANAGEMENT

CONTACT

PROFILE

Experience in office administration duties and project management. Proficient in Microsoft Teams, Excel, Power Point, and remote tools such as Zoom.

SKILLS

- PROJECT MANAGEMENT
- CLIENT RELATIONSHIP MANAGEMENT
- PROFICIENT IN MS OFFICE
- INTERDEPARTMENTAL ORGANIZATION
- DATA ENTRY

EXPERIENCE

Microdynamics Group

Account Manager

2011-2014

Daily management of 25+ clients, as well as monthly management of an additional 15 clients. Built long-term trusting relationships with clients to improve customer retention. Ensured and maintained confidentiality of all communications and documentation for senior management. Effectively acted as liaison and supervised the completion of several projects tailored to individual client needs. Worked closely with the Vice President of Customer Service in regard to schedule management and team communication coordination. Supervised and trained new team members on office procedures, including CRM data entry.

EDUCATION

Leland High School

2003-2007

High School Diploma

Tidewater Community College

2019-2021

Associate Degree

Old Dominion University

2021-Present

Bachelor of Arts

Microdynamics Group

Production Assistant

2005-2011

Began position in 2005 as paid intern. Transitioned to full-time employment after graduation.

Duties included warehouse and inventory supervision. Machine operation support. Shipping and receiving. Hands-on data management. Developed new filing and organizational practices.