# Sofía García

*Administrative Professional*

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## Summary

Seasoned administrative professional with 13 years of experience delivering high‑quality customer service, precise data‑entry, and efficient dispatch coordination in fast‑paced environments. Proven ability to manage multi‑line telephone systems, maintain accurate service schedules, and support cross‑departmental initiatives. Recognized for strong organizational skills, meticulous attention to detail, and a proactive, self‑motivated work ethic. Bilingual in English and Spanish, with a solid foundation in HVAC service logistics and a track record of measurable process improvements.

## Experience

### Dispatch Administrative Assistant (Part‑time) at Vailes Brothers

01 Mar 2023 – Present

* Serve as primary point of contact for a multi‑line phone system handling an average of 150 inbound calls per day, routing inquiries to appropriate departments and providing timely resolution.
* Maintain the service schedule database for over 1,200 monthly dispatches, ensuring parts availability and coordinating return trips with customers; achieved a 98 % on‑time completion rate.
* Process invoices and assist the accounting team with collections, upholding a 99.8 % accuracy rate across more than 5,000 invoices processed to date.
* Support cross‑functional projects, including a recent rollout of a digital filing system that reduced document retrieval time by 35 %.
* Train two new part‑time assistants on phone etiquette, data‑entry standards, and scheduling software, contributing to a smoother onboarding experience.

### Administrative Coordinator (Full‑time) at Northern Comfort HVAC Solutions

01 Jun 2020 – 01 Feb 2023

* Promoted from Receptionist after 12 months for exemplary performance in customer interaction and office management.
* Managed dispatch for HVAC service calls, coordinating technicians, parts inventory, and customer appointments; reduced average scheduling turnaround from 48 hours to 34 hours (30 % improvement) by implementing ServiceTitan and automating alerts.
* Led a team of 8 customer‑service representatives as Team Lead (2022‑2023), conducting weekly performance reviews and delivering training on conflict resolution and sales upselling techniques.
* Oversaw invoice generation, payments, and collections using QuickBooks, maintaining a 99.5 % on‑time payment rate.
* Developed a KPI reporting dashboard for senior management, highlighting service completion rates, technician utilization, and customer satisfaction scores.

### Medical Office Assistant / Acting Office Manager at Rockbridge Medical Center

01 Jan 2016 – 01 May 2020

* Provided comprehensive front‑desk support, scheduling over 300 patient appointments weekly and managing electronic health record (EHR) entry with a 99 % accuracy rate.
* Temporarily acted as Office Manager (6 months) during a leadership transition, supervising 5 administrative staff, handling payroll, and coordinating with billing to reduce claim rejections by 12 %.
* Implemented an electronic filing system for patient documents, cutting retrieval time by 40 % and enhancing compliance with HIPAA regulations.
* Assisted the finance department with monthly invoicing and insurance collections, processing an average of 2,000 transactions per month.

### Customer Service Representative → Senior Representative at Shenandoah Retail Group

01 Jul 2012 – 01 Dec 2015

* Began as a Customer Service Representative handling inbound calls, product inquiries, and order processing for a regional retail chain.
* Promoted to Senior Representative in 2014 after consistently exceeding performance targets; mentored new hires and led weekly “best‑practice” sessions.
* Resolved an average of 150 customer issues per week, achieving a 92 % first‑call resolution rate and contributing to a 15 % increase in overall CSAT scores.
* Coordinated with the logistics team to schedule deliveries and manage returns, streamlining the process and reducing average handling time by 20 %.

## Education & Training

### Associate of Applied Science, Business Administration

Virginia Community College

– 01 May 2012

### High School Diploma

Fishersville High School

– 01 Jun 2009

## Skills

Technical & Software Skills, Management & Soft Skills

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Full professional proficiency

## Certifications & Credentials

### Microsoft Office Specialist (MOS) – Excel Expert | 2021-01-01

### Certified Administrative Professional (CAP) – IAAP | 2022-01-01

### HVAC Dispatch & Service Coordination Certification – ServiceTitan Academy | 2023-01-01

### Customer Service Excellence Certificate – National Customer Service Association | 2020-01-01

## Awards

### Process Efficiency Achievement | 2022-01-01

Northern Comfort HVAC Solutions

Cut average scheduling turnaround time by 30 % at Northern Comfort through the introduction of automated dispatch software and workflow redesign.

### Financial Accuracy Achievement | 2023-01-01

Vailes Brothers

Maintained a 99.8 % invoice accuracy rate across more than 5,000 invoices processed at Vailes Brothers, minimizing billing disputes.

### Team Development Achievement | 2021-01-01

Vailes Brothers

Trained and mentored a cohort of 8 new hires, resulting in a 15 % uplift in customer satisfaction scores within six months.

### On‑Time Service Delivery Achievement | 2023-01-01

Vailes Brothers

Oversaw dispatch of over 1,200 service calls per month at Vailes Brothers, achieving a 98 % on‑time completion metric.

## Interests

### Outdoor Activities | – Present

* Hiking & Outdoor Trail Exploration (Blue Ridge Mountains)

### Theater | – Present

* Community Theater Production & Set Design

### Continuing Education | – Present

* Currently pursuing a Certificate in Project Management (PMI‑ACP)

## References

### – Present