# Habiba Salonen

*Administrative Professional*

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*Layout style: hybrid*

## Summary

Organized, self‑motivated administrative professional with 7 + years of experience supporting fast‑paced office environments. Proven ability to manage multi‑line telephone systems, schedule service appointments, maintain accurate customer databases, and process invoices with a focus on detail and customer satisfaction. Skilled at juggling competing priorities, communicating clearly across departments, and delivering reliable support to both internal teams and external clients. Seeking a part‑time Dispatch Administrative Assistant role where my strong customer‑service background and scheduling expertise can contribute to Vailes Brothers’ award‑winning culture.

## Experience

### Administrative Assistant at Valley Home Services

01 Mar 2022 – Present

Part‑time (28 hrs/week) role supporting office operations.

* Answer a 12‑line telephone system, routing calls to appropriate service technicians and handling customer inquiries with a 95 % satisfaction rating.
* Coordinate service schedules for HVAC, plumbing, and electrical crews; maintain the central scheduling software (ServiceTitan) and reduce double‑booking incidents by 12 % within six months.
* Update and audit the customer database (10,000+ records) to ensure contact information and service history are current, achieving a 98 % data‑accuracy rate.
* Prepare and issue invoices using QuickBooks, reconciling payments and following up on collections; average weekly collection rate of $4,200.
* Assist the parts department with inventory checks and generate weekly reports for stocked items, contributing to a 5 % reduction in out‑of‑stock events.
* Collaborate on ad‑hoc projects, including a paperless filing initiative that cut document retrieval time by 20 %.

### Receptionist / Office Clerk at Horizon HVAC Solutions

01 Jun 2019 – 01 Feb 2022

* Managed a 8‑line phone system, greeting clients and scheduling maintenance visits; maintained a 98 % on‑time appointment adherence.
* Processed work orders, entered parts and labor entries into the ERP system, and verified pricing before invoicing.
* Served as the primary point‑of‑contact for field technicians, relaying parts availability and dispatching emergency service calls.
* Implemented a new Excel‑based tracking sheet for service parts, decreasing “missing part” incidents by 15 %.

### Sales Associate at Home Depot (Hardware Department)

01 Oct 2016 – 01 May 2019

* Provided expert product advice on HVAC, plumbing, and electrical supplies to an average of 30 customers per day.
* Operated POS terminals, handled cash & credit transactions, and performed end‑of‑day cash reconciliations with zero discrepancies.
* Conducted weekly inventory counts and restocked shelves, maintaining optimal stock levels for high‑turn items.
* Recognized as “Top Performer” for Q4 2018 for highest sales growth (12 % YoY) in the department.

### Customer Service Representative at XYZ Call Center (Healthcare Services)

01 Jan 2015 – 01 Sep 2016

* Handled inbound patient calls, entered data into the scheduling platform, and ensured accurate appointment bookings.
* Resolved billing questions and coordinated with the finance team to correct discrepancies, achieving a 97 % first‑call resolution rate.

### Retail Cashier at QuickMart

01 Jun 2013 – 01 Dec 2014

* Executed cash handling, processed transactions, and delivered friendly checkout experiences for a high‑traffic convenience store.

### Career Break – Personal Travel & Professional Development at

01 Jul 2020 – 01 Sep 2020

* Sabbatical to travel and complete an online course in “Effective Business Communication.”

## Education & Training

### Associate of Applied Science, Business Administration

Virginia Community College, Charlottesville, VA

– 01 May 2014

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| **Skills**  Core Competencies & Skills  **Languages**  English — Native speaker  Spanish — Conversational  **Certifications**  Microsoft Office Specialist – Excel (Word & PowerPoint) | 2025-12-01  Microsoft  HVAC Fundamentals Certificate | 2026-04-01  Online Program  **Awards**  Employee of the Month (March 2021) | 2021-03-01  Valley Home Services  Recognized at Valley Home Services for achieving a 95 % customer satisfaction score and handling the highest volume of dispatches among peers.  Top Performer – Q4 2018 | 2018-10-01  Home Depot  Highest sales growth (12 % YoY) in the hardware department. | **Projects**  **Appointment Accuracy Improvement**  Reduced scheduling errors by 15 % at Horizon HVAC through a systematic verification checklist.  **Paperless Filing Initiative**  Led the transition to digital document storage at Valley Home Services, cutting retrieval time by 20 % and saving approximately 8 hours/month of staff time.  **Sales Growth Leadership**  Drove a 12 % year‑over‑year sales increase in the hardware department at Home Depot (Q4 2018).  **Interests**  Hiking: Shenandoah National Park  DIY home improvement projects  Local theater  **References**  **Available upon request** |