

Alicia Jack

+1 678-228-7733 • AliciaTJack@gmail.com • linkedin.com/in/alicia-jack-6142802a4

Associate

WORK EXPERIENCE

Mcr Llc • Brookhaven, GA, USA • 05/2018 - 06/2020

Office Manager

- Maintained management calendar for meetings, events for staff • Managed workflow and delegated tasks to other staff members • Scheduled training for employees • Assisted in planning and set up for community events • Ensured quality of work met company standards, compliance of security protocols, and meeting of deadlines • Answered and forwarded incoming calls from a multi-line system and prepared messages • Addressed customer service inquiries in a timely and accurate fashion • Sorted and distributed incoming mail and prepared daily out-going mail • Ensured proper payment of vendor and sub-consultant invoices • • Received, distributed, and maintained inventory of office supplies • • Made reasonable procedure exceptions to accommodate unusual customer requests • Provided accurate and appropriate information in response to customer inquiries • Scheduled appointments for clients • Worked with upper management to ensure appropriate changes were made to improve customer satisfaction

Smith Dental Center • Nashville, TN, USA • 04/2016 - 07/2016

Receptionist

- Welcomed patients and visitors • Checked patients in and out • Scheduled appointments • Seated patients to laboratories for procedures • Received and sorted daily mail • Answered screening and forwarding incoming phone calls • Prepared outgoing mail and secured parcels • Checked and answered emails daily • Monitored office supplies and placed orders • Kept and updated patient records and files • Accepted payments

EDUCATION

Bachelor's degree in Psychology

Southern New Hampshire University • 03/2026

Diploma

Igrad • 05/2018

AWARDS & SCHOLARSHIPS

Leadership • 01/2024

NSLS

VOLUNTEERING & LEADERSHIP

NSLS • 12/2023 - Present

SKILLS

Appointment Scheduling, Communication, Customer Satisfaction, Customer Service, Delegation, English, Leadership, Management, Office Supplies, Open Mind, Organization Skills, Planning Process, Problem Solving, Psychology, Research Skills, Security Protocol, Senior Management, Staff Training, Strategy, Teamwork, Training