

Dionte Wilkens

Baltimore, MD

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Work Experience

Administrative Assistant

Carey Hardware Property Management - Baltimore, MD

August 2011 to Present

per diem)

- While assisting with Carey Hardware Store, I also work as an Administrative Assistant for his rental properties.
- I assist the Property Manager in overseeing property operations and complying with all organizational policies and requirements
- I draft and distribute noncompliance letters as noted on property inspection tape dictation
- I also serve as Customer Service and Receptionist back-up
- I receive and process resident payments

Administrative Assistant

Carey Hardware Store - Baltimore, MD

August 2011 to 2018

Schedule and coordinate meetings, appointments, and travel arrangements for owner

- Trained 3 administrative assistants and several of store employees throughout my years, to ensure attention to detail and adherence to company policy
- Clerical activities include: scanning, copying, emailing, scheduling, calendar management, meeting notes, and phone coverage for multi-line phone system.
- Schedule meetings, travel booking, calendar management
- Communicate extremely well via written and verbal communication among customers internally/externally.
- Proficient in Microsoft office software
- Other duties include: assisting in creating a fire safety plan, creating bids for proposals, and cashier duties.

Tech Support

Pole To Win International - Baltimore, MD

June 2015 to 2017

Provided customer support and technical issue resolution via email, phone, and other electronic communications.

- Identified software and hardware issues, also user training issues and communicating this distinction of the three to customers and giving them solutions.
- Assisted in the configuration of customer's hardware and game software to connect to the Internet.
- Identified, corrected, or advised on operational issues in client computer systems or video game console
- Identified trends in customer problems and provide clear feedback based on independent testing.

- Assisted customers with application installations; configurations; installation of software updates and patches.

Merchandise and Sales Associate

Marshalls - Baltimore, MD

June 2013 to 2014

I arranged items on store racks and shelves.

- Ensured accurate pricing
- Assisted shoppers in locating merchandise
- Performed minor housekeeping
- Identified assisted customers with inquiries regarding Marshall's goods and services trends in customer problems and provide clear feedback based on independent testing.
- Other job duties include: monitoring fitting room areas and performing cashiers' duties

Education

High School Diploma

New Town High School - Owings Mills, MD

A.A. degree in Art History

Catonsville Community College - Catonsville, MD

Skills

- Expert in Microsoft Office, (Excel, Word, Power Point, Outlook)
- Web and tech savvy
- Billing
- Outlook
- Receptionist
- Word
- Payroll
- Microsoft Excel
- Administrative Assistant
- Calendar Management
- Proposal Writing
- Personal Assistant Experience