



Sunita Adeyemi

Office Assistant

Organized office professional with 6 years of experience in medical, legal, and title company settings, skilled in Microsoft Excel, Microsoft Access, multi-line phone systems, and records management. Reduced average phone call answer time from 28 seconds to 17 seconds by reorganizing call-routing workflows. Holds a Microsoft Office Specialist certification and an AAS in Office Administration.

CONTACT INFORMATION



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Staunton, VA

KEY SKILLS

- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Microsoft Access
- Photocopiers and scanners
- Records management
- Records confidentiality
- Data entry and verification
- Supply ordering and inventory
- Multi-line phone systems

PROFESSIONAL EXPERIENCE

2023 - Present

Office Assistant | Allegheny Ridge Medical Associates, Staunton, VA

- Reduced average phone call answer time from 28 seconds to 17 seconds by reorganizing the call-routing workflow and prioritizing patient inquiries during peak hours.
- Filed 83 documents per day across 4 chart categories, keeping patient records current for a 12-provider practice.
- Operated photocopiers and scanners to digitize intake forms, completing batches of 45 packets in under 90 minutes each morning.
- Reviewed files and insurance records to respond to an average of 34 patient requests per day, resolving coverage questions before scheduled visits.

2021 - 2023

Office Clerk | Shenandoah Fork Title Company, Harrisonburg, VA

- Entered 62 data records per hour into Microsoft Excel tracking sheets, supporting title search turnaround of 3.4 business days.
- Filed 71 closing documents per day and maintained an indexed archive spanning 8 years of property transactions.
- Inventoried and ordered materials, supplies, and postage on a biweekly cycle, verifying stock levels against usage logs and submitting purchase requests within 24 hours of threshold alerts.

2020 - 2021

Receptionist | Rockbridge Valley Law Group, Lexington, VA

- Answered incoming calls within an average of 22 seconds while managing a 6-line phone system for 3 attorneys.
- Keyed 47 records per hour into Microsoft Access for case tracking, reducing duplicate entries from 9 per week to 2.
- Reviewed case files and retrieved documents to respond to attorney and paralegal requests, handling 26 retrieval tasks per day.

EDUCATION

AAS, Office Administration

Blue Ridge Community College, Weyers Cave, VA | 2018 - 2020

CERTIFICATIONS

Microsoft Office Specialist, Microsoft, 2021