**Carol Goller**

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**TITLE**

**Human Resources Assistant / Receptionist**

**SUMMARY**

* Human Resources Assistant / Receptionist with Bachelor's Degree including 7+ years of Administrative Assistance experience; professional demeanor, polished appearance and excellent references
* Skilled in: Switchboard, Reception Desk, Calendar and Conference Room Management, Microsoft Office, Google Suite, Scheduling, Calendar Management, Expense Reporting, Lodging, Onboarding, Employee Orientation, Event Planning
* ATS / HR systems, SAP CRM, SAP CCT, & SAP Fiori, Salesforce Lightning, SalesLogix, Oracle, Social Media, and SaaS tools experience
* Detail-oriented, attention to detail, excels in teamwork and working individually, multitasking and organizing priorities

**PROFESSIONAL EXPERIENCE**

**Human Resources Assistant & Office** **Manager**

TVision Insights, Boston, MA

May 2018 to July 2018

* Co-founded by two MIT alumni, TVision Insights is a venture-backed software company headquartered in Boston, MA; provided assist to HR Director, Finance Director, CTO, COO and co-founders at the HQ in Faneuil Hall
* Utilized Google Suite for heavy calendar management, scheduling, coordinate catering, and oversee room set-ups for HR meetings and interviews for Boston and New York-based management
* Coordinate with hiring staff / interviewers for candidate interview process; utilize applicant tracking and HR systems—Workable and JazzHR
* Ensure smooth business communication and business operations with utilization of current computer technology, software and online tools such as Microsoft Office and Google Suite
* Onboard new employees with proper paperwork and software access
* Oversee daily operations, makes suggestions, improve office processes and satisfy office needs

**Administrative HR Assistant**

GCR Professional Services, Burlington, MA

November 2017 to March 2018

* Provide administrative assistance to HR management, candidates, contractors and recruiters for full-service technical staffing firm
* Utilize Microsoft Office, Adobe Acrobat DC and ATS Database / HR Tracking systems
* Route calls and Reception coverage
* Format / update and submit applicant resumes online to well-known enterprise customers
* Assist CFO, Payroll Manager and CSO with payroll and invoice processing as well as compliant-required record-keeping of contract employees’ files

**Receptionist / Administrative Specialist**

Mettler-Toledo, Billerica, MA

September 2016 to July 2017

* Provide administrative support across many departments for Fortune 1000 company and global leader of scientific instruments
* Contract position (originally a Data Cleanser position) extended 8 months due to reliability, professional experience and flexibility to assist multiple departments
* Reception desk coverage, provide friendly demeanor and customer service to guests; gate keeper and ambassador of first impressions, promote a positive and professional image of Mettler-Toledo, direct phone calls, maintain visitor log-in sheet and keep reception area clean
* Heavy Microsoft Office usage, especially Excel and Word, to prepare and validate very large worksheets of data and provide reports.
* Support upper management of Sales & Marketing, Finance, Operations and Purchasing Departments with ad hoc projects
* Research and prepare B2B account data from Oracle and SalesLogix to meet SAP CRM and SAP CCT format guidelines to ensure successful transition of the new software system

**Executive Administrative Assistant**

Carleton-Willard Village, Bedford, MA

May 2011 to May 2015

* Converted from temporary to permanent employee, within two months, to assist exclusive senior living / Continuing Care Retirement Community
* Provide daily assistance to Directors, C-level leaders and members of the Board of Trustees
* Travel arrangement planning and coordination
* Manage complex calendars and scheduling requests
* Process expense reports; manage invoice and purchase order processes
* Plan and oversee room set-up for events with high-profile guest lecturers
* Coordinate and arrange room set-up, and produce written materials for upper management meetings
* Editor and produce administrative weekly newsletter, type, edit and assist with production of 20-page monthly resident Events Calendar
* Stock and order products for on-site General Store
* Screen phone calls, emails, mail and visitors; route and resolve information requests; complete multiple projects under strict deadlines

**Lead Customer Service Specialist, Interim**

PlumChoice / Verizon, Lowell, MA

October 2010 to September 2010

* Oversee customer service team at inbound call center for Verizon customers, through Verizon business partner, PlumChoice Inc.
* Implement call center policies; oversee teams of 7-10 agents to ensure successful execution of required standards of operations and performance
* Monitor and evaluate CSR performance to provide feedback during coaching sessions, implement effective customer service strategies, assure quality service, professionalism and courtesy
* Dispatch Representative / Scheduling and Customer Service Specialist; October 2010 to June 2010; became interim Lead Customer Service Specialist, June 2010
* Contract to permanent position through Total Clerical Services

**EDUCATION**

* **Bachelor's Degree**

Bachelor of Music, Performance with an Emphasis in Sound Recording Technology

University of Massachusetts, Lowell, MA

* **Certificate in E-Commerce, GPA 4.0;** Microsoft-certified program
* **Certificate in Web Development, GPA 4.0;** Microsoft-certified program

Clark University – College of Professional and Continuing Education, Cambridge, MA