
Sherrie Hight

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Professional Summary

Friendly and enthusiastic Administrative Assistant with over 10 years of specialization in various fields of office work. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

Skills

- Critical Thinking
 - Reading Comprehension
 - Judgment and Decision Making
 - Complex Problem Solving
 - Time Management
 - Active Learning
 - Negotiation
 - Clerical
 - Coordination
 - Social Perceptiveness
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Experience

Administrative Assistant, 10/2009 to 04/2010

City of Amarillo – Amarillo, TX

- Prepare and process legal documents and papers, such as deeds, state compliance, complaints, contracts and notices.
- Receive and place telephone calls.
- Organize and maintain documents and case files.
- Schedule and make appointments.
- Make photocopies of correspondence, documents, and other printed matter.
- Assist Housing Coordinator in collecting information such as employment, medical, and other records.
- Draft and type office memos.
- Complete various forms, such as housing reports, homebuyer assistance and emergency repair requests, and applications for clients.
- Submit forms and information from searches to Coordinator for review and approval for assistance.

PHC Supervisor, 04/2008 to 10/2009

Caprock Home Health – Amarillo, TX

- Advocate for clients or patients to resolve crises.
- Collaborate with other professionals to evaluate patients' medical or physical condition and to assess client needs.
- Refer patient, client, or family to community resources to assist in recovery from mental or physical illness and to provide access to services such as financial assistance, legal aid, and

housing.

- Supervise and direct other workers providing services to clients or patients.
- Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
- Interview patients or their representatives to identify problems relating to care.
- Refer patients to appropriate health care services or resources.
- Explain policies, procedures, or services to patients using medical or administrative knowledge.
- Provide consultation or training to volunteers or staff on topics such as guest relations, patients' rights, and medical issues.
- Collect and report data on topics such as patient encounters and inter-institutional problems, making recommendations for change when appropriate.
- Teach patients to use home health care equipment.
- Investigate abuse or neglect cases and take authorized protective action when necessary.

Lab Assistant, 09/2007 to 04/2008

Hilmar Cheese Factory – Dalhart, TX

- Conduct standardized tests on food, additives, or preservatives to ensure compliance with standards and regulations regarding factors such as color, texture, or nutrients.
- Provide assistance to food scientists or technologists in research and development, production technology, or quality control.
- Compute moisture or salt content, percentages of ingredients, formulas, or other product factors, using mathematical and chemical procedures.
- Record or compile test results or prepare graphs, charts, or reports.
- Clean and sterilize laboratory equipment.
- Analyze test results to classify products or compare results with standard tables.
- Prepare slides and incubate slides with cell cultures.

Settlements Advisor, 07/2006 to 09/2007

Cargill – Dalhart, TX

- Verify accuracy of billing data and revise any errors.
- Operate typing, adding, calculating, or billing machines.
- Prepare itemized statements, bills, or invoices and record amounts due for items purchased or services rendered.
- Review documents such as purchase orders, sales tickets, charge slips, or grain records to compute fees or charges due.
- Perform bookkeeping work, including posting data or keeping other records concerning costs of goods or services or the shipment of goods.
- Keep records of invoices and support documents.
- Resolve discrepancies in accounting records.
- Track accumulated hours and dollar amounts charged to each client job to calculate fees for grain delivery.
- Type billing documents, shipping labels, credit memorandums, or credit forms, using typewriters or computers.

- Contact customers to obtain or relay account information.
- Estimate market value of products or services.

Teller/Account Services/Proof Operator, 08/2004 to 05/2006

Plattsmouth State Bank – Plattsmouth, NE

- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Enter customers' transactions into computers to record transactions and issue computer-generated receipts.
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Count currency, coins, and checks received, by hand or using currency-counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Order a supply of cash to meet daily needs.
- Count, verify, and post armored car deposits.
- Receive and count daily inventories of cash, drafts, and travelers' checks.
- Prepare and verify cashier's checks.
- Monitor bank vaults to ensure cash balances are correct.
- Sort and file deposit slips and checks.
- Carry out special services for customers, such as ordering bank cards and checks.
- Process transactions such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits.
- Identify transaction mistakes when debits and credits do not balance.
- Arrange monies received in cash boxes and coin dispensers according to denomination.
- Resolve problems or discrepancies concerning customers' accounts.
- Compose, type, and mail customer statements and other correspondence related to issues such as discrepancies and outstanding unpaid items.
- Perform clerical tasks such as typing and filing.
- Compute financial fees, interest, and service charges.

..... **Education**

General,

Rose State College - Midwest City, OK

Attended 1998-2000, No degree obtained