

Sirna Kyles
3967 Topawa Drive
Las Vegas, NV 89103
702-354-7347
s_cosley@yahoo.com

EDUCATION

DuSable High School – Diploma
Chicago College of Commerce – Stenography

HIGHLIGHTS OF QUALIFICATIONS

- Mature, hardworking, dependable, self-starter, successful in learning and comprehending new systems and methods.
- Supportive team player and effective when working with a wide range of personalities.
- Detail-minded, project oriented (sticking to a task until completed).

OFFICE/CLERICAL

- Computer literate (Microsoft Office, MS Outlook, Excel, Access, Internet, Google Docs, Adobe Acrobat, Yardi Accounting Software), typing 50 wpm, filing, word processing, reports, type business correspondence.

COMMUNICATION SKILLS

- Excellent written, verbal and listening skills, customer service skills, assess complaints, problem solving skills.

EMPLOYMENT HISTORY

June 2016 to Present – Admin Assistant – Manpower Temporary Agency, Las Vegas, NV

- Perform a broad variety of clerical, secretarial and administrative support duties as assigned at different client company sites.

Sept 2015 to March 2016 – Receptionist/Administrative Support – Eugene Burger Management Corporation, Las Vegas, Nevada

- Answer and route high volume incoming calls to appropriate departments and staff members.
- Provide customer service to walk-ins; update homeowner information into database; accept assessment payments and supply a receipt; mail out newsletters and flyers; filing; box/archive end of year documentation for client communities.
- Provide support to community managers, property managers and commercial manager.

August 2004 to August 2015 – Admin. Assistant - H&L Realty & Mgmt. Co., Las Vegas, Nevada

- Provide administrative support for community managers
- Interact with homeowners on telephone and in person regarding various issues
- Type violations letters at various stages (courtesy, hearing, fine)
- Type inspection reports for HOA, apartments, and commercial properties
- Handle and process all architectural requests for the homeowner associations
- Interact with board members regarding architectural matters
- Typed newsletters and flyers for homeowner associations and prepared for mailing
- Draft and type specialty letters when necessary
- Respond to homeowners' phone calls regarding violation letters, architectural matters, and respond to written correspondence by email
- Type and revise architectural guidelines for homeowner associations.

PRIOR POSITIONS

Independent Consultant (MCI World Com Telecommunications), Executive Secretary (Rockwell International) Richardson, Texas; Medical Transcription/Word Processing Specialist (William M. Scholl College of Podiatric Medicine), Legal Secretary (Robinson & Jaffee, Ltd.), Administrative Assistant (General Services Administration), Accounts Payable (John Hancock Insurance Co.), Payroll Clerk (Hartford Insurance Co.) Chicago, Illinois.