

**KELLY J YOKUM**  
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**Objective** To acquire a virtual secretarial position with a company where I can use my strong work ethic, skills, abilities and my positive attitude to be an asset to your company.

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### **Professional Experience**

**Keystrokes by Kelly**  
**(Self-Employed)**  
*Owner/Operator*

Grove City, Ohio  
October 1995 – Present

- Provide secretarial service for small businesses, healthcare providers, law firms and associations that do not have the resources for an on-site secretary.
  - Generate and maintain a database with diverse information necessary; i.e.; client information, recorded information in Microsoft Excel and/or Microsoft Works.
  - Prepare, publish and print mailings; direct mailings, monthly meeting notices, publications i.e.; directories, educational materials, etc. using Microsoft Word, Excel, Publisher and Access; Microsoft Works and other programs necessary for production and publications.
  - Prepare and circulate advertisement information; post cards, flyers, business cards, announcements, publications, etc.
  - Maintain Post Office Box for clients, post payments received for meetings and maintain payment information, etc.; distribute mail accordingly
  - Maintain telephone calls in-house received for clients; assist and answer questions and/or forward messages via electronic mail as necessary.
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**Skills** Experienced in diverse computer programs. Quick to learn new clients needs. Dependable and dedicated to my business and clients needs. Quick, accurate and courteous customer service associate with over 20 years of experience in a large setting; Friendly and professional when dealing with public; maintain composure during fast-paced, sometimes hectic situations.

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### **Education**

**High school graduate from Gahanna, Ohio**  
*Majoring in Business Classes*

1980

**References available upon request**

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## References

Central Ohio Self-Insured Association