

CAROL CANDIDATE

1111 Plain Drive
Pleasantville, OH 44xxx

Home: 440-555-4444

Email: ccandidatel@email.com

SUMMARY

Fifteen years experience in administrative assistance including bookkeeping, secretarial, and receptionist functions. Reliable and conscientious employee who can work under direct or indirect supervision. Major strengths in organization, accuracy and attention to detail. Ability to complete assigned tasks efficiently and enthusiastically. A team player who is attentive to detail and able to work in a fast paced environment. Excellent oral and written communication skills. Well organized, dependable professional who takes pride in her work. Expertise in:

Microsoft Word, Excel, Outlook, PowerPoint, Access
Macintosh Operating Systems - School Accounting for Windows
Activity Accounting II - Dbase III plus - Sasixp

PROFESSIONAL EXPERIENCE

ACME WIDGETS - Acme, OH

2006-present

Receptionist/Administrative Support

Operated the Company switchboard, directing calls as appropriate and was the first contact for visitors to the office, dealing with them as appropriate.

- Copied and mailed 50 – 75 invoices on a on a daily basis.
- Stamped and mailed the rest of all Company USPS, as well as sorting the incoming mail.
- Ordered all office supplies and dealt with maintenance of office equipment.
- Improved number of Sales Leads sent out to customers by 25%
- Coded faxed purchase orders for Customer Service and assisted in entering orders when needed.
- Assisted Sales Manager and Accountant as necessary.

ACME WOMEN'S SHELTER - Acme, OH

2000-2006

Administrative Assistant

Managed and coordinated the front office and provided support to six professional staff members including executive director.

- Created database of client information from all battered women shelters in state, reducing excess paperwork and launching a campaign for Day One Project for battered women.
- Prepared correspondence to Mayors/Senators in state, winning full grant funding awards.
- Organized annual vigil nights to support deceased battered woman's families, commemorating their loved ones.
- Devised a structured form that all administrative support used to organize meeting set-ups, improving communication with housekeeping management.

Message Center Operator

Operated the organization's switchboard, directing calls as appropriate.

- Trained switchboard operator to route calls to proper destinations and dispatch messages as well as forward faxes utilizing PC based software providing more efficient communications.
- Organized supply area resulting in faster retrieval of items which trimmed time employees needed to locate items and tracked supplies inventory.
- Developed calendar and scheduled reservations for bridge number reducing conflicts in schedules for teleconference calls.

- Produced and updated computerized data containing pertinent information on employees and listings for company offices in other regions improving communications to staff.

AJAX AREA SCHOOLS – Ajax, IL

1992-2000

Bookkeeper (1997-2000)

Oversaw accounts receivables, accounts payable, general ledgers, including daily deposits. Compiled student insurance as well as workers' compensation data. Applied local, state, and federal guidelines to ensure appropriate use of funds within set budgets.

- Generated and presented data during staff development sessions to promote better understanding of accounting guidelines implemented.
- Revised handbooks and provided current school board and state policy information to teachers and students.
- Processed confidential documentation and correspondence.
- Trained and supervised office assistant.

Secretary (1993-1997)

Provided administrative support to Chief Financial Officer and six staff members.

- Addressed office matters and emergencies in the absence of supervisor.
- Managed circulation of computer materials and equipment.
- Implemented United Parcel Services processing for the school system.
- Conducted cost analysis for supplies to track resources spent which allowed funds to be budgeted more effectively.

Receptionist (1992)

First point of contact for visitors to the office, dealing with them as appropriate.

- Prepared appointment calendars, correspondence and reports.
- Followed specifications for issuing Illinois Work Permits for students upon request and submitted the information to the Department of Labor.
- Distributed incoming U.S. mail and inter-department mail.

PROFESSIONAL ASSOCIATIONS

Past President, International Association of Administrative Professionals – Acme Chapter
Member – Acme Women’s Association

EDUCATION AND TRAINING

Office Occupations Certificate
Acme County Joint Vocational School
Acme, Ohio

Administrative Professional Seminar
Teambuilding
Stress Management
Effective Presentation Skills