

# JILL J. JAMES

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## ADMINISTRATIVE PROFESSIONAL WITH 20+ YEARS OF LEADERSHIP EXPERIENCE

### SUMMARY OF SKILLS

A highly skilled, self-directed, and results-oriented professional with more than two decades of comprehensive administrative experience and a proven record of success in assuming increasing levels of responsibility. Proficient at planning, directing, and providing leadership for all office-related functions including payroll, benefits, accounts payable/receivable, customer service, inventory ordering/control, and facilities management. Adept at communicating effectively with clients, vendors, and staff. Recognized as a team player and a performer, consistently and successfully completing projects on time and under budget. A troubleshooter able to efficiently and proactively resolve issues and meet and achieve challenging goals and objectives. Strong technical and analytical skills.

### CORE COMPETENCIES

- *Accounts Payable*
- *Human Resources*
- *Benefits Coordination*
- *Report Generation*
- *Inventory Management*
- *Vendor Relations*
- *Payroll Administration*
- *Customer Service/Support*
- *General Bookkeeping*
- *Purchasing*
- *Data Entry & Filing*
- *Special Events Execution*
- *Personnel Management*
- *Budgeting/Cost Controls*
- *Accounts Receivable*
- *Employee Evaluations*
- *Expense Reporting*
- *Facilities Management*

### PROFESSIONAL EXPERIENCE

**ABC Company** **Boston, MA** **Sept. 2007 - Present**  
*Office Administrator*

- Spearheaded and performed a wide variety of administrative activities for the Boston office including human resources, facilities management, accounts payable, accounts receivable, and generation of weekly performance information; Acted as the administrative liaison to corporate departments including Human Resources, IT, Marketing, and Accounting.
- Collaborated with the Head of Research, Global Marketing, Corporate HR and Finance, and local consultants; Fostered harmonious relationships among and between the Executive Assistants, researchers, and consultants; enhanced research and data management between key staff members.
- Developed a client-focused environment and efficiently and effectively managed the workflow to best serve clients and utilize the administrative talents and capacity.
- Created and integrated solutions and innovative processes and approaches that ensured smooth workflow, efficiency, and quality output.
- Managed HR needs including coordination of periodic and annual performance reviews, maintained attendance records, worked with the Personnel Director in administering employee benefits and payroll, and hired/terminated staff.
- Led and directed an administrative support staff of ten (10) full-time employees.
- Acted as local IT support specialist; worked in conjunction with the IT Manager.
- Oversaw accounts payables/receivables and expense reporting; consistently paid bills prior to due date which resulted in a higher credit score and ability to negotiate a favorable rate.
- Analyzed, updated, and reported Boston office performance weekly.
- Resolved any accounting related issues with New York headquarters; collaborated among the nine (9) US offices and coordinated national vendor accounts which reduced overhead, improved profits company wide, and increased bonus potential.
- Coordinated marketing events, special projects, and staff functions.
- Provided exceptional service to the public and ensured customer satisfaction; handled multiple incoming telephone lines, answered inquiries, and directed calls appropriately; maintained vendor relations.
- Contacted clients regarding any billing questions and invoiced follow up as necessary.
- Managed all aspects of the facilities including maintenance, vendor contracts, furniture, equipment, procurement, security and landlord/tenant relations.
- Directed and monitored office-related equipment and supplies including inventory control and shrinkage; reordered materials as needed.

**PROFESSIONAL EXPERIENCE (CONTINUED)**

**ABC University** **Natick, MA** **Sept. 1999 - Mar. 2007**  
*Office Manager and Assistant to the Dean for External Relations*

- Worked closely with members of Administrative Council and Boards to meet their organizational needs.
- Developed regular management reporting of expenditures and departmental budget as well as fiscal year analysis of costs vs. revenue.
- Oversaw reporting of staff vacation time and reimbursements for out-of-pocket expenses.
- Conducted new employee department orientation; Established and maintained departmental policy and procedures manual.
- Coordinated circulation of periodicals, purchasing of promotional gifts and making travel arrangements.
- Facilitated major fundraising events as well as board meetings and cultivation activities.
- Staff Liaison to Parents' Association.
- Recommended and developed offsite student record retention system.
- Identified and implemented cataloging of historically relevant material.
- Member of ad-hoc committees to study after-school program, archives program and campus wide computer conversion program.

**Bingham McCutchen LLP** **Boston, MA** **May 1989 - Jun. 1996**  
*Senior Legal Assistant-Business Practice Area*

- Performed all phases of Chapter 244 Foreclosures.
- Directed Uniform Commercial Code Article 9 searches and filings both domestically and internationally.
- Corporate maintenance of minute books for numerous corporations, research of various corporate organizations in multi-state transactions.
- Researched information for the publication "Taking Security Interests in Personal Property", an MCLE QuickCheck, Published by Massachusetts Continuing Legal Education, Inc., author Edwin E. Smith, Bingham, Dana & Gould.
- Seminar Panelist - Fact Finding for the Legal Assistant; Cosponsored by the Massachusetts Paralegal Association and Massachusetts Continuing Legal Education, Inc.

**Brobeck, Phleger & Harrison** **San Diego, CA** **Jul. 1987 - Apr. 1989**  
*Legal Assistant-Real Estate Practice Area*

- Prepared first draft documentation for loan closings, real estate transactions and partnerships.
- Completed standard form deeds, deeds of trust and other transactionally required documents.
- Coordinated closings.
- Reviewed title reports and exceptions to title.

**Vernon Asset Management Corporation** **La Jolla, CA** **Feb. 1985 - Jun. 1987**  
*Loan Processing Manager*

- Established Commercial Loan Processing and Documentation Department including file and data information systems.
- Documented and closed commercial loans.
- Collaborated with asset managers, legal secondary marketing and loan servicing personnel.
- Interfaced with legal counsel on management of REO properties.

**EDUCATION/ADVANCED TRAINING**

**Bowling Green State University, Bowling Green, OH**  
Coursework Completed Toward Bachelors Degree in Political Science

**Massachusetts Bay Community College, Framingham/Wellesley Branches, MA**  
Coursework Completed in Computer Applications

**Northeastern University, Boston, MA**  
Coursework Completed in Advanced Legal Assistant Studies

**Commercial College, Inc., Dallas, TX**  
Coursework Completed in Residential Real Estate Sales

*References and Supporting Documentation Furnished Upon Request*