

SAM SMITH

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EXPERIENCED ADMINISTRATIVE SPECIALIST

Executive-Level Assistance/Strategic Staff Support/Client Relationship Management

PROFESSIONAL OVERVIEW

A self-motivated, conscientious, and solutions-focused administrative professional with extensive experience and a documented track record of success within all facets of executive-level assistance, staff support, and customer service management. Recognized as a performer able to manage multiple responsibilities simultaneously, proactively resolve issues, and consistently meet and exceed established goals and objectives. Innate ability to combine time/resource-management skills and implement strategic administrative and operational initiatives to enhance productivity, quality, and client service. Quick learner with the capacity to easily grasp and apply new ideas, concepts, methods, and hardware/software knowledge for increased efficiency and professional results. Highly developed interpersonal, organizational, analytical, and trouble-shooting skills. Strong written, oral, and technical aptitude.

CORE COMPETENCIES

- *Executive/Staff Support*
- *Appointment Scheduling*
- *Writing/Editing/Proofreading*
- *Electronic File Management*
- *Front Desk Reception*
- *Client/Customer Relations*
- *Travel/Meeting Coordination*
- *Special Event Planning*
- *Staff Supervision/Training*
- *HR/Resource Administration*
- *Technical Assistance & Support*
- *Project Management/Leadership*
- *Accounts Payable/Receivable*
- *Invoicing/Expense Reporting*
- *Data Review/Reporting/Tracking*

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

▪ Adobe Acrobat ▪ Concur ▪ Maximizer CRM ▪ Microsoft Office Suite ▪ QuickBooks ▪ TravelSource

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Aug. 2010 - Aug. 2011
Executive Assistant

Supported eight (8) Vice Presidents and Senior Vice Presidents from all departments for a leading, global media, marketing, and digital company with eighty-nine (89) offices in seventy-one (71) countries; maintained direct responsibility over all expenses, travel, internal meeting planning, and conference room booking.

- Answered inquiries, resolved client issues, and directed calls appropriately.
- Provided back-up, office-wide receptionist duties, up to twice weekly, supporting over 350 employees.
- Coordinated multiple internal and client-related meetings each day including catering, full set-up and break down, and replenishment of food and beverage.
- Helped plan and set-up outside product meetings for external vendors; sent and tracked invites and organized and maintained event details.
- Provided IT support for all technical problems.

Selected Accomplishments:

- Collaborated with a client on the successful execution of an office-wide party.

ABC Company Any Town, USA Mar. 2008 - Dec. 2009
Administrative Assistant

Provided administrative support to an Any Town-based professional investment management services firm.

- Provided exceptional service to the public; greeted and assisted visitors and handled multiple incoming telephone lines.
- Helped troubleshoot and diagnose problems prior to soliciting help of the IT department.
- Developed a template spreadsheet designed to capture data for an SEC audit.
- Prepared, assembled, and disseminated correspondence and presentations, generated reports and proposals, and developed and updated spreadsheets; proofread and edited documents.
- Sorted and distributed mail to internal company recipients as well as sub-lease tenants.
- Organized and employed new procedures to ensure office efficiency; procured, managed, and controlled office and kitchen inventory/supplies and reordered items as necessary.
- Generated and reviewed client statements on a monthly and quarterly basis.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Assisted with new client account set up; handled sensitive information.
- Distributed monthly and quarterly error free data/correspondence to Consultants and Account Executives; coordinated internal staff communication.
- Maintained daily Proxy system including voting; investigated problems and enforced strict deadlines.
- Oversaw invoicing for accounts receivable and payable; processed checks, prepared and made deposits, and generated and compared budgets.
- Faxed, emailed, mailed, and filed information.

Selected Accomplishments:

- Sole recipient to receive a performance-based raise during economic downturn, 2009.
- Helped with an unforeseen audit; organized and compiled data quickly and accurately.
- Successfully resolved issues, exercised initiative, and identified and employed solutions.

ABC Company

Any Town, USA

Oct. 2007 - Jan. 2008

Administrative Assistant

Directly supported the Vice President of Sales and Office Manager for a leading developer and provider of innovative products for spine surgery.

- Coordinated meetings, scheduled appointments, arranged travel, and managed daily work schedules.
- Collaborated with twenty (20) Field Representatives; managed company-wide case-calendar, maintained accurate daily report of inventory, and distributed daily and end-of-the-month reports to Managers and Board of Managers.

ABC Company

Any Town, USA

May 2005 - Aug. 2007

Customer Service Specialist

Assisted business and leisure travelers with Visa and Passport attainment for a nationally recognized authority in the field of international travel.

- Worked with multiple Consulates as well as the United States passport office to expedite required travel documents.
- Managed company's general email account; answered customer requests for information, initiated follow-up contact, and handled complaints.
- Conducted bi-weekly deposits, account/client invoicing, and reconciled checkbook/expenses.
- Entered all client information into a proprietary database; maintained and managed records/data.
- Trained all new employees on company protocol and policies; provided ongoing direction and support.

Additional Experience:

Banquet/Events Coordinator Assistant, ABC Company, Any Town, USA/Assistant Manager, ABC Company, Any Town, USA/Payroll Administrator/Sales Rep., ABC Company, Any Town, USA

EDUCATION

Associate of Occupational Studies, Hospitality & Restaurant Management Program
San Francisco Culinary Academy, San Francisco, California; Graduated: January 2005

References Furnished Upon Request