

PROFILE

Motivated executive professional with 7+ years of field experience, personnel management, and system knowledge. Skilled in maintaining and implementing solutions to keep an operation running smoothly.

SUMMARY OF SKILLS

Office Management:

- Supervised office of 5 staff in marketing/PR, accounting, and human resources functions
- Managed office and event budgets up to \$200,000
- Controlled company accounting and managed vendor payments using QuickBooks and Peachtree
- Coordinated scheduling, file organization, supply management, and development of office procedures
- Oversaw domestic and international travel schedule for the company's top 3 executives

Marketing/Public Relations:

- Created and distributed annual newsletter to over 40,000 donors, community partners, and supporters in order to keep constituents connected to the organization
- Increased yearly donations by 40% by developing and implementing donor marketing plan
- Planned and implemented corporate social media efforts, increasing Facebook and Twitter followers 300% in only 6 months

Human Resources:

- Conducted 2-3 new employee orientations each month, providing comprehensive overview of company policies
- Recommended new interview process in order to better source qualified candidates and save individual hiring managers' time
- Designed an employee recognition program which reduced company turnover 25%

Client Services:

- Recognized as Customer Service Representative of the Year for 3 years
- Received consistent positive feedback (4.0 or higher out of 5) from client interactions
- Regularly dealt with sensitive and confidential matters with tact

WORK EXPERIENCE

ABC Company, Senior Executive Assistant (Houston, TX)
Shaw Foundation, Executive Assistant (Pittsburgh, PA)
Heinz Foods, Administrative Assistant (Pittsburgh, PA)

June 2015- Present
April 2013-May 2015
March 2011-April 2013

EDUCATION

University of Houston-Downtown
Bachelors of Arts in Communication

December 2015

TRAINING

Microsoft Office Specialist (MOS) Certification on MS Office 2016 – Computer Skills Institute, Houston, TX
QuickBooks 2013 Refresher Course – Pittsburgh Community College, Pittsburgh, PA

SKILLS

Accounting/Payments:	QuickBooks, Peachtree
Social Media:	LinkedIn, Twitter, Facebook
Office Tools	Microsoft (MS) Word, Excel, PowerPoint, Access, Publisher