

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)	June 2015- Present
Shaw Foundation, Executive Assistant (Pittsburgh, PA)	April 2013-May 2015
Heinz Foods, Administrative Assistant (Pittsburgh, PA)	March 2011-April 2013

EDUCATION

University of Houston-Downtown <i>Bachelors of Arts in Communication</i>	December 2015
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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