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PROFILE

*A thinker, planner and a doer ◆ Excellent people skills ◆ Highly motivated ◆ Service oriented
Effective communication capabilities ◆ Creative and Innovative Administrative Professional*

Bottom line-oriented with a proven record of exceeding standards and expectations in office administration and departmental support. Proven history of self-motivation with the ability to manage projects, streamline procedures and meet deadlines.

Areas of Expertise:

Corporate Communications	MS Word, Excel, PowerPoint	Bookkeeping/AR/AP
Bid/Proposal Development	Executive Itinerary Management	Month End Reporting
Appointment/Calendar Scheduling	Budget Administration	Meeting Minutes
Database Maintenance	Events Planning/Coordination	Multiline Phone Systems
Staff Training and Orientation	Customer Service	Public Relations

PROFESSIONAL EXPERIENCE

**1996 - present EXECUTIVE ASSISTANT TO SENIOR VICE PRESIDENT
ABC, Inc., Los Angeles, California**

Provide executive level administrative support and assist in the day-to-day management of the branch office in Los Angeles with over 60+ employees. Capital Factors, Inc. is one of the leaders and fastest growing corporate financing companies in the nation. Serve as Senior Executive Assistant to 2 Vice Presidents and 4 top-level Account Executives. Interface with all levels of staff, including the Executive Vice President, with responsibility for coordinating confidential meetings, preparing and transmitting sensitive documents. Further responsible for preparing and finalizing client proposals and agreements (*valued up to \$50 million*), coordinating expense reports, scheduling and making travel arrangements for senior staff, and training newly hired office staff on corporate policies and procedures.

Achievements:

- ◆ *Received two rapid promotions from Administrative Support to Senior Executive Assistant.*
- ◆ Receive several bonuses and awards for providing excellent *administrative support, production,* and for *exceeding job responsibilities.*
- ◆ Directly interact with over 170 high profile clients in an effort to gather data for proposals, contracts and financial statements/reports.
- ◆ Experienced in the Financial arena: *account payable/receivable, invoicing, collections, billing, client credit checks, corporate auditing, financial statements, month-end reporting.*
- ◆ Create and consolidate monthly reports utilizing Excel to track sales, division performance and projects.

**1995 - 1996 OFFICE ADMINISTRATION/ PUBLIC RELATIONS
ABC Company, Los Angeles, CA**

Provide executive administrative support for several Fortune 500 companies in the Los Angeles area. Gained valuable exposure and experience in the *hospitality, financial and marketing* industries.

Achievements:

- ◆ Selected to provide high level administrative support to the General Manager and the Senior Event Coordinator of the Ritz Carlton Hotel, one of Los Angeles' exclusive resort hotels.
- ◆ Managed front office administration and reception to support a staff of up to 45.
- ◆ Demonstrated the ability to step into new environments, learn new tasks quickly and efficiently. Was consistently placed on important, key accounts and assignments lengthened.
- ◆ Noted by one client, "*Skilled at multiple responsibilities and projects on a timely basis. Extremely organized and efficient, Handles customer service issues professionally.*"

PROFESSIONAL EXPERIENCE, cont.

1992 - 1995 DEPARTMENTAL ADMINISTRATION

ABC Comm, Los Angeles, CA

Directed all office management and departmental support activities for the Sales, Accounting, Operations, and Customer Service Departments for one of Southern California's leading telecommunication companies specializing in corporate advertising, media marketing and messaging services. Supported 20+ staff members, including 2 top Account Executives.

Achievements:

- ◆ Personally prepared sales proposals for key accounts, coordinating with 4 departments to obtain data and information.
- ◆ Developed a variety of summary reports tracking A/R, payroll, sales, cost reports and department budgets.
- ◆ Trained 5 general office support staff members in the use of MS Word, Excel and data entry programs.
- ◆ Assisted in the preparation of financial statements, quarterly reports and billing.
- ◆ Oversaw front office reception, processed mail for 3 departments, reorganized existing filing system and maintained contracts and documentation for sales representatives.

EDUCATION/TRAINING

University, Eugene, Oregon 1975

Studies in Political Science/Business Administration

Numerous continuing education courses, corporate workshops, seminars, and practical training, including computers (MS Windows, Word, Excel, PowerPoint, Outlook, Act, Internet).

Employment Related Programs Completed:

- ◆ Customer Service Relations
- ◆ Personnel Management for Non-supervisory Personnel
- ◆ Effective Time Management
- ◆ Effective Business Writing
- ◆ Database Administration