

Career Goal: Administrative Assistant to Senior-Level Management**Highlights of Skills**

- ▶ Experience in instituting and conducting all phases of office procedures, organizing and coordinating projects for maximum efficiency
- ▶ Progressive development of excellent interpersonal and communication skills
- ▶ Demonstrated record of high performance standards, including attention to schedules, deadlines, budgets and quality work
- ▶ Ability to work independently and institute creative improvements which allow better management of work flow

Employment Experience**Office Manager**, Bedrock Quarries, Bedrock, Ontario 2001-2009

- ▶ Supervised and managed a 35 person office for a multi-million dollar environmental sciences firm
- ▶ Performed automated payroll and bookkeeping procedures
- ▶ Served as Key Operator for all office equipment, including IBM-compatible computers and auxiliary equipment, typewriters, photocopiers, and adding machines
- ▶ Reorganized filing system, speeding up access time and increasing productivity
- ▶ Developed voice-mail system
- ▶ Prepared training manuals for office personnel on all aspects of office procedures

Administrative Assistant to Financial Aid Director 1998-2001

Dinosaur Student Services, Bedrock, ON

- ▶ Developed computerized procedures for student financial aid check disbursement, which earned an award given by the college president for "Office Innovations"
- ▶ Supervised three work-study students
- ▶ Prepared payroll statements for office personnel
- ▶ Typed approximately 75 error-free words per minute using a computer and typewriter

Customer Service Representative, The Catus Market, Mount Horeb, Ontario 1995-1998

- ▶ Greeted customers in person and on the telephone
- ▶ Offered accurate directions to store items for customers
- ▶ Communicated well with customers and co-workers, even in the face of adversity

Education

Business Administration, Bedrock School of Business, Bedrock, Ontario 1994

Bachelor of Arts, Commerce, Bedrock University, Bedrock, Ontario 1993

Volunteer/Community Work

- ▶ Member of the Fund-raising committee for "Toys for Girls and Boys" 1992-present
- ▶ President of South Rock PTA 1994-present

References and Certificates available upon request