

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Capable Administrative Office Manager/Consultant with proven history of enhancing Business operations. Proficient in best practices, leadership strategies and employee motivation to boost productivity and job performance. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions.

Multi-tasking Consultant well-known for successfully taking projects from beginning stages to completion. Polished and professional offering proficiency in Computer technology. Commended for consistently meeting new technical challenges and finding solutions to satisfy customer needs. Accomplished Consultant drives organizational improvements through leveraging expertise in research and system enhancement. Well-versed in collaborating with employees and leaders to resolve control and procedural problems negatively affecting business operations. Dedicated to cost, process and resource optimization.

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

SKILLS

- Problem Resolution
- Processes and procedures
- Analysis & Evaluation
- Reporting capabilities
- Network Development / Operations
- Budgeting /Financial Planning
- Data Warehousing
- Team Leadership & Development
- Client Relationships
- Project Management
- Professionally Skilled in Typing, Switchboard Operator, Office Manager, Customer Service, Organization Skills, Problem Solving, Analysis, Consulting, Reading Documents, Writing, Filing, Screenshots, Saving Documents, Spreadsheets, Excel, Microsoft Word, Highly Efficient in Computer Skills.

EDUCATION

Asheville-Buncombe Technical Community College
Asheville, NC • 08/2011

Certificate: Medical Office Assistance

Asheville-Buncombe Technical Community College
Asheville, NC • 11/2011

Certificate: Electronic Medical Records

Asheville-Buncombe Technical Community College
Asheville, NC • 11/2011

Certificate: Medical Terminology

Asheville-Buncombe Technical Community College
Asheville, NC • 05/2012

Certificate: Computer Empowerment

WORK HISTORY

Amdocs - Consultant

Chesterfield, MO • 06/2005 - Current

- Compiled research data and gave professional presentations highlighting finds and recommended optimizations.
- Collaborated with clients to develop and shape budgets, processes, business intelligence and strategies.
- Devised strategies to improve organization efficiency and optimize group management.
- Took detailed notes and kept records of program and performance progress, education initiatives and leadership.
- Contributed to success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.
- Provided outstanding service to clients to maintain and extend relationship for future business opportunities.
- Leveraged business tool expertise to develop and deploy customer interfaces.
- Leveraged on-site observation and personal interviews to identify team and individual strengths.

National Aeronautics And Space Administration - Assistant to Executive Secretary

Anaheim, CA • 01/1990 - 07/1992

- Carefully transcribed phone messages and relayed to appropriate personnel within 2 minutes of each call.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Used QuickBooks to produce monthly invoices, reports and other deliverables.
- Worked with senior management to initiate new projects and assist in various processes.
- Allocated executive tasks and managed complex calendars and administrative functions.
- Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.
- Contributed to smooth business operations by planning and organizing meetings and conferences, including conference calls.
- Accomplished special objectives and projects according to requests from board members.
- Managed administrative functions, including complex calendar management with focus on proper allocation of executive availability.
- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.

Nunzio Steel Rule And Die - Administrative Manager

City, STATE • 02/1975 - 04/1977

- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Assigned tasks and directed team of 10 staff, including Designers, Engineers and Mechanics.
- Recruited, hired, trained and supervised staff of 10 and implemented mentoring program that offered positive employee engagement.
- Aggregated and analyzed data related to administrative costs to prepare Annual budgets for corporate-level management.
- Completed bi-weekly payroll for 10 employees.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Analyzed and solved multi-faceted problems that effected executive leaders and business initiatives.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Delivered expert clerical support by efficiently handling wide range of routine and special requirements.
- Developed highly-efficient administrative team through ongoing coaching and professional development opportunities.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs using Microsoft and Excel.
- Integrated logistic systems into company processes to improve operations and manage work orders and price changes.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Arranged corporate and office conferences for company employees and guests.