**Elaine Saunders**

    Philadelphia, PA 19125 • (267) 575-6727 • elainesaunders42@yahoo.com

**Professional Summary**

Detail-oriented administrative professional with superb people-skills and public relations experience. Business-savvy with excellent decision-making skills.

**Skills**

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| --- | --- |
| * Multi-line phone proficiency * Strong interpersonal skills * Microsoft Office * Travel accommodations * Conference planning * Project planning | * Resourceful * Schedule & calendar planning * Administrative support * Organization * Clear written/oral communication * Vendor relations |

**Work History**

PHMC **Philadelphia, PA**

*Program Administrative Assistant 12/2021 - Present*

* Reconcile employee purchasing accounts
* Handle calendars and scheduling for operations program employees
* Responsible for recertifications and clearances necessary for all staff
* Collaborate with IT Department to onboard new staff members with necessary devices and equipment
* Facilitate candidates through the hiring process

Poison Ivy Horticulturalist, **Inc Philadelphia, PA**

*Executive Assistant 05/2016 - 09/2017*

* Onboarded a new system that increased departmental proficiency by 30%
* Screened client calls and emails, and initiated actions to respond to direct messages for managers
* Processed travel expenses and reimbursements for the executive team and senior management group
* Trained junior office staff in correct procedures and reporting requirements
* Responded to emails and other correspondence to facilitate communication and enhance business processes
* Researched, proposed, and implemented vendor agreements to decrease costs and improve services
* Managed logistics, catering, agendas and travel arrangements for meeting and event planning for the Board of Directors, President and Executive Vice President
* Upheld strict timetables by maintaining accurate, balanced calendars

Independence Blue Cross **Philadelphia, PA**

*Senior Client Service Representative* *09/2007 - 05/2016*

* Helped large volume of customers every day with positive attitude and focus on customer satisfaction
* Coordinated with operations staff to resolve service problems and boost client satisfaction
* Introduced clients to available online resources and services to increase convenience
* Investigated and resolved customer inquiries and complaints quickly
* Developed highly empathetic client relationships and earned reputation for exceeding service standard goals
* Scored in top 10% of employees for successful customer service advocacy

Horizon House Inc. **Philadelphia, PA**

*Administrative Assistant* *09/2002 - 08/2007*

* Directly supported C-Suite Executives of the Real Estate and Human Resources departments
* Created agendas, PowerPoint presentations, and other necessary deliverables for executive meetings
* Managed the calendar software for Executives to schedule all meetings and commitments
* Onboarded new hires and processed terminations
* Generated reports for all employee benefits and issued proper compensations
* Performed as the project management lead on fundraising events, employee appreciation activities, and other special occasions

**Education**

Lincoln University **Philadelphia, PA**

Bachelor of Arts Credits: Human Services *09/2015 –* *Present*

University of Phoenix **Philadelphia, PA**

Associate of Arts Degree: Human Services *10/2011 –* *10/2013*