

# Jane Smith

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## CAREER OBJECTIVE

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Administrative Assistant with 6+ years of experience working directly for the President of 3M Inc., a Fortune 500 company. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

## CORE COMPETENCIES

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- Customer Service
- Cost Efficient
- Detailed and Organized
- Supplier Relationship

## PROFESSIONAL EXPERIENCE

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### **3M INC., New York, NY**

*Administrative Assistant, Apr 2006 – present*

- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.
- Acquire, distribute and store supplies.
- Monitor the facility to ensure that it remains safe, secure, and well maintained.
- Hire and terminate clerical and administrative personnel.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Manage leasing of facility space.
- Participate in architectural and engineering planning and design, including space and installation management.
- Dispose of, or oversee the disposal of, surplus or unclaimed property.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations.

### **FLORIDA DEPARTMENT OF SOCIAL SERVICES, Orlando, FL**

*Rehabilitation Counselor, Aug 2004 – May 2006*

- Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.
- Prepare and maintain records and case files, including documentation such as clients' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.
- Develop and maintain relationships with community referral sources, such as schools and community groups.
- Analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.
- Counsel clients or patients, individually or in-group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.
- Conduct chemical dependency program orientation sessions.
- Participate in case conferences or staff meetings.
- Coordinate counseling efforts with mental health professionals or other health professionals, such as doctors, nurses, or social workers.
- Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans.

- Interview clients, review records, and confer with other professionals to evaluate individuals' mental and physical condition and to determine their suitability for participation in a specific program.
- Direct case service allocations, authorizing expenditures and payments.
- Collaborate with community agencies to establish facilities and programs for persons with disabilities.
- Collaborate with clients' families to implement rehabilitation plans such as behavioral, residential, social, and employment goals.
- Participate in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements.
- Develop diagnostic procedures to determine clients' needs.
- Confer with physicians, psychologists, occupational therapists, and other professionals to develop and implement client rehabilitation programs.
- Arrange for on-site job coaching or assistive devices, such as specially equipped wheelchairs, to help clients adapt to work or school environments.
- Locate barriers to client employment, such as inaccessible work sites, inflexible schedules, and transportation problems, and work with clients to develop strategies for overcoming these barriers.

## **H&M, New York, NY**

*Retail Salesperson, Apr 1997 – June 2001*

- Resolve customer complaints regarding sales and service.
- Oversee regional and local sales managers and their staffs.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Determine price schedules and discount rates.
- Review operational records and reports to project sales and determine profitability.
- Monitor customer preferences to determine focus of sales efforts.
- Prepare budgets and approve budget expenditures.
- Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
- Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
- Direct foreign sales and service outlets of an organization.
- Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.
- Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
- Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
- Represent company at trade association meetings to promote products.

## **EDUCATION**

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### **FLORIDA STATE UNIVERSITY, Orlando, FL**

*Bachelor of Art in English, May 2004*

- GPA: 3.3/4.0
- Published in school's newspaper editorial
- Summer Internship for the New York Times

### **NEW YORK STATE UNIVERSITY, New York, NY**

*Bachelor of Science in Economics, October 1997*

- Summa Cum Laude
- Dean's List
- GPA 4.0/4.0

## **ADDITIONAL SKILLS**

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- Proficient in Microsoft Office and Adobe Illustrator CS5

- Bilingual Spanish and English
- Employee of the Month for 3 consecutive months in H&M
- Won the “Writer’s Digest” 2002 Award
- Awarded an employee travel award due to “Performance Excellence” 2 years in a row through 3M Inc.