**Sandy Prince**

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**PROFESSIONAL SUMMARY**

Executive Administrative Assistant with more than 10 years of progressively responsible experience supporting executive professionals. Exceptional knowledge of office management duties with strong organizational skills and ability to manage multiple competing priorities and projects with attention to detail. Professional phone demeanor and communication skills. Performs well with a variety of disciplines while remaining effective in a high-volume and demanding environment.

**PROFESSIONAL EXPERIENCE**

**Verizon Wireless, Branchburg, NJ**

***Executive Administrative Assistant, December 2015 – December 2017***

* Executive Administrative Assistant to Executive Director of Network and Engineering.
* Organizes and coordinates the operation of an office overseeing and managing the provisioning of supplies, equipment and services that enable the staff to perform their jobs effectively. Establishes and communicates procedures used in day-to-day operations and makes revisions as appropriate. This includes processing departmental expenses and providing budget oversight.
* Prepares documents including customized reports, creates and manages purchase orders in PeopleSoft presentations, proposals and correspondence. Uses discretion with regards to formatting and layout.
* Manages and maintains executive’s calendar, scheduling meetings and appointments without clearance on occasion. Arranges travel and hotel accommodations as necessary. Performs routine administrative functions such as responding to inquiries with standard letters or arranging meetings and conferences.
* Screens telephone calls and visitors, ascertaining who can be redirected to subordinate managers or other offices. Provides information to callers, requiring detailed knowledge of client(s)’s area of responsibility and general knowledge of company policies, practices, and operations. Brings urgent issues for action to supervisor’s attention.
* Leads and/or participates in short-term projects.

**Verizon Wireless, Morristown, NJ**

***Administrative Assistant, May 2012 – December 2015***

* Administrative Assistant to Jeffrey Boyer, Director of Sales Operations & Karen deWysocki, Area Training Director.
* Developed processes for maintaining departmental records and trained other administrative personnel on procedures.
* Coordinated substantial office moves ensuring all technological needs of the client were met. Determined and communicated timelines and activities to individuals involved in moves.
* Organized and coordinated the operation of an office overseeing and managing the provisioning of supplies, equipment and services that enabled the staff to perform their jobs effectively. Established and communicated procedures used in day-to-day operations and made revisions as appropriate. This included processing departmental expenses and some budget oversight.
* Managed and maintained manager’s calendar, scheduled meetings and appointments without clearance on occasion. Arranged travel and hotel accommodations as necessary. Performed routine administrative functions such as responding to inquiries with standard letters or arranging meetings and conferences.
* Screened telephone calls and visitors, ascertaining who can be redirected to subordinate managers or other offices. Provided information to callers, requiring detailed knowledge of client(s)’s area of responsibility and general knowledge of company policies, practices, and operations. Brought urgent issues for action to supervisor’s attention.

**Verizon Wireless, Basking Ridge, NJ**

***Administrative Assistant, January 2012 – May 2012***

* Administrative Assistant to the ISO Department reporting to Aslon Varoqua, Marketing Director and Mark Harris, Telesales Director.
* Performed all phases of administrative assistant duties utilizing Verizon Wireless tools and processes including calendar scheduling and management, corporate account reconciliations, PeopleSoft Expense Account reporting, Microsoft Windows 2007 PowerPoint presentations and the entire Windows 2007 suite, Console phone management and coverage of Verizon Wireless Executives and director’s travel arrangements, distributing of itineraries, organizing and managing all travel via Orbitz or direct transportation, supply ordering, mobile and tablet device ordering and management.
* Maintained excel spreadsheets for Try it Now program and track concession line devices for the department.

**Verizon Wireless, Morristown, NJ**

***Administrative Assistant, May 2011 – December 2011***

* Administrative Assistant to the NEA Legal Team reporting to Alison Brotman, VP & General Counsel, NE Area, in Morristown, NJ.
* Performed all phases of administrative assistant duties utilizing Verizon Wireless tools and processes including calendar scheduling and management, corporate account reconciliations, PeopleSoft Expense Account reporting, Microsoft Windows 2007 PowerPoint presentations and the entire Windows 2007 suite, TyMetrics 360, timesheets, iRecords, Console phone management and coverage of Verizon Wireless Executives and VP’s travel arrangements, distributing of itineraries, organizing and managing all travel via Orbitz or direct transportation, supply ordering, mobile and tablet device ordering and management
* Maintained excel spreadsheets for Legal Ad Request including assigning and tracking advertisements for all medias
* Ensured the proper business flow and high level of confidentiality required of a VP and Administrative Assistance desk.

**Prince Telecom, Newark, NJ**

***Administrative Assistant, January 2005 – March 2011***

* Analyzed and organized office operations and procedures such as invoicing, preparation of payroll, personnel, information management, filing systems, requisition of supplies.
* Ensured proper completion of all invoicing to include daily and weekly IRN’s for all work performed and verified payroll and corrected any problems that may arose.
* Kept accurate records of all company owned equipment used by Installers, handled issues for mobile phones in regards to activation, deactivation, and repair and resolved customer complaints in regards to invoicing issues.
* Tracked completion of QC reports and ensured completion of all company documents and send all necessary paperwork to corporate on a weekly basis.
* Assisted District Administrative Manager in various administrative duties and special projects.
* Performed random audits of dailies for wage and hour compliance as well as bi-annual system audits to ensure consistency and adherence to all company policy and procedures.
* Coordinated and assisted in the selection, hiring, training, and evaluations of all office support positions and ensure all pre-employment requirements are met.

**Prince Telecom, Union, NJ**

***Production Analyst, June 2006 – August 2008***

* Verified appropriate codes for billing and delivered invoices to Comcast Telecommunication.
* Verified payroll codes for technicians.
* Acted as corporate and field liaison with all communications and verified Cablevision codes through Focis.

**Prince Telecom, Union, NJ**

***Dispatcher/Customer Service Representative, January 2005 – June 2006***

* Assisted technicians and customers with routine appointments.

**EDUCATION**

**University of Phoenix, Jersey City NJ**

*Bachelors of Science in Business Management, September 2008*

**TECHNICAL SKILLS**

Microsoft 2007 Suite Word, Excel, PowerPoint, Outlook and Google G Suite

**BILINGUAL SKILLS**

Fluent in Creole and English