

## ADMINISTRATIVE ASSISTANT ADMINISTRATIVE ASSISTANT ADMINISTRATIVE ASSISTANT

Tucson, AZ Respected administrative and business professional drawing on more than two decades of diverse and extensive Administrative Assistant experience within a customer focused and performance-driven environment; including record keeping, reporting, and office operations. Work

Experience ADMINISTRATIVE ASSISTANT The Arizona Daily Star - Tucson, AZ March 2017 to August 2018 Provided administrative support to the Director of Advertising and five department managers. ? Maintain calendars, coordinating extensive appointments and meetings. ? Create, analyze and manage data using Microsoft Excel. ? Regular producing, prioritizing reports containing sensitive and proprietary data. ? Maintain daily, weekly and monthly revenue reports for corporate and department managers. ? Maintain electronic and hard copy filing systems. ? Maintain office supply and office equipment. ? Overseeing daily office operations for a staff of over 20 employees.

? Respond to customer complaints and information requests via telephone and email. ? Perform general clerical duties; including answering multi-line phones, routing telephone calls or messages to appropriate staff, greeting the public, typing, proofreading, sorting, incoming and outgoing mail.

SYSTEMS ADMINISTRATOR The Arizona Daily Star - Tucson, AZ January 2000 to March 2017

Installation and training of new front-end system. ? Plan, test and implemented upgrades to system software. ? Designed and updated department front-end system training manual. ? Provided system training of new hires and on-going training for existing personnel. ? Managed Advertising rate structure documents. ? Integrated procedures to improve quality and workflow for sales staff. ?

Managed advertising system to include, standard operation procedure, upgrades, rate changes, and troubleshooting. ? Standardized job tasks and trained junior team members on best practices and standards. ? Resolved issues and escalated problems with knowledgeable support and quality

service. ? Provided continued maintenance and development of bug fixes and patch sets for existing web applications. ? Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff. Education High School Diploma Pueblo High

Magnet School - Tucson, AZ Skills Data Entry, Receptionist, Outlook, Administrative Assistant, Word, Microsoft Excel

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