**ChristyLee**

**14615 NE 81st Street**

**Vancouver,Washington 98682**

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**503-481-7337**

**Career Focus**

Committed and motivated Administrative Assistant with exceptional customer-relation and decision-making skills. Strong work ethic, professional demeanor and great initiative. Energetic, results-oriented team-player eager to bring my strong administrative skills to a growing company who needs top-level support.

**Summary of Qualifications**

10+ years of experience providing administrative support. 5+ years experience in a fast-paced, deadline-driven environment. Energetic and organized, Self-starter with professional manner. Planning/Coordinating events & meetings, Excellent communication skills, highly organized with superior attention to detail. Microsoft Office, Excel, Spreadsheet creation, entry and formulation. Administrative operations, Client Relations, Creative Problem Solving, Critical Thinking, Customer Service, Data Collection, Data Entry. Documentation, Email, Executive Management Support, Internet Research, Letters and Memos, Time Management.

**Skills and Accomplishments:**

**Administration:** Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

**Calendaring:** Planned all meetings and travel for CEO & staff.

**Customer Service:** Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency. Ensured staff was equipped with all necessary supplies and collateral for long distance travel.

**Management Support:** Ensured smooth operations by supporting executive Research, Investigated and analyzed client complaints to identify and resolve issues. Responsible for training new employees to ensure continued quality of customer service.

**Multitasking:** Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

**Planning:** Arranged, scheduled and coordinated all logistics and travel itineraries for staff, luncheons, dinners, holiday parties & birthday parties.

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**Professional History**

**Hull & Co. Inc.**

November 2007-March 2009

Producer/Underwriter

**McFall General Agency**

February 2002-November 2007

Administrative Assistant, Producer/Underwriter

**Education:**

Lincoln High School -1987

AAMGA- 2003-2007

NAPSLO- 2004-2007