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|  | shammarie mathis |
|  | 4536 SE Boise St, Portland, OR • Ph: 503-915-8763 • [shammarie.r@gmail.com](mailto:shammarie.r@gmail.com) |

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| Profile | | | | | | |
|  | Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality. | | | | |
| Education | | | | | | |
|  | Portland State University – Portland, OR | | | | | |
| *2012-Present, Cultural Anthropology* | | | | | |
| Glendale Community College – Glendale, CA  *2009-2012, Cultural Anthropology*   * Transferred to Portland State University | | | | | |
| Key Skills | | | | | | |  |
|  | Office Skills: | Office Management  Records Management  Database Administration | Spreadsheets/Reports  Calendaring  Front-Desk Reception  Document Control | | Quality Assurance  Purchasing/Receiving | |
|  | Computer Skills: | MS Word  MS Excel  MS PowerPoint | MS Outlook  Oracle  Mac Operating Systems | | Windows  Adobe Acrobat Pro  Office Suite | |
| Experience | | | | | | |
|  | Oregon Health and Science University –  Portland, OR | | | Administrative Assistant, 2012 to Present | | |
| Assisted high level staff on multiple levels within a scholastic and health-oriented institution. Responsibilities include: managing calendars for physicians and division manager, overseeing the credentialing process of all faculty, preparation of multiple financial and statistical reports, preparation, editing and submission of journal articles, correspondence preparation, creation of lecture materials (including brochures and slides), cash reconciliation, involved in recruitment process, preparation of travel and travel itinerary, etc.  Highlights: | | | | | |
| * Worked with multiple departments within OHSU simultaneously to coordinate meetings and events for school faculty * Efficiently processed credentialing applications, forms for official medical licensure, membership applications, etc. for faculty doctors * Prepared lecture slides and other various media for lectures to be delivered by physicians. * In process of developing an electronic-based filing system for department, moving all currently archived documents to a more easily accessible database * Prepared statistical reports for analysis utilizing campus-wide database in order to gather pertinent information. * Preparation of correspondence for physicians, including patient letters, letters of recommendation, etc. * Order requisitions and cash reconciliation. * Oversaw, organized and submitted the promotion and tenure proposal for the chief surgeon of the department * Actively involved in the recruitment process for new physicians; travel arrangements, coordination of interviews, onboarding process once physician is hired. * Responsible for travel arrangements; booked flights & hotels, arranged transportation, signed up faculty for upcoming conference, booked and coordinated meetings, prepared travel itinerary. Adjusted itinerary as needed. | | | | | |

***Experience Continued….***

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| Micro Quality Labs, Inc. – Burbank, CA | Office Administrator/Document Control,  2008 to 2012 |

Responsible for managing the front office of a microbiological and analytical testing facility. Handled multifaceted tasks, including but not limited to: data analysis, document control/archiving, customer service, reception, purchasing/receiving, quality assurance, scheduling and recruiting prospective employees. Quickly became a trusted assistant to the Technical Director, known for “can-do” attitude, flexibility and high-quality work.

*Highlights:*

* Communicated effectively with multiple departments to coordinate sample testing schedule, in order to meet strict client deadlines. Was responsible for creating and maintaining the laboratory’s main testing schedule of all incoming samples for analysis. Maintained and coordinated the Technical Director’s personal & business calendars as well.
* Trained new employees on lab protocols, ensuring that all MQL employees adhere to GLP, GMP and ISO guidelines.
* Solely responsible for recruitment of new employees for entire laboratory; from posting classified ads, to sorting through resumes, scheduling applicants and conducting interviews
* Entrusted to manage office in the supervisor’s absence. Provided timely, courteous and knowledgeable response to information requests.
* Oversaw four employees in the Document Control Department, whose main responsibility was to review and interpret data for clients, create official test reports, provide customer service when needed and archive all outdated reports into network system for easy retrieval.
* Developed efficient archiving system for laboratory.
* Developed new and effective protocols for employees to follow, such as a thorough documentation system where all client requests, inquiries and complaints are logged.
* Responsible for the creation, revision and issuance of the laboratory’s technical data – including Standard Operating Procedures, Corrective Action Reports, Document Change Requests
* Earned excellent marks on performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.
* Recognized for excellent customer service on numerous occasions

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| Person and Covey — Glendale, CA | Administrative Assistant, 2007 to 2008 |

Accountable for overseeing daily laboratory operations which included, but not limited to: document control, maintaining the in-house stability study program, making travel arrangements, overseeing the laboratory production and testing schedule, purchasing, data entry/analysis, filing, assisting the Quality Director in any areas needed. Known to take initiative when needed, to improve the overall efficiency of the laboratory while not compromising quality work.

*Highlights:*

* Maintained a strong working relationship with both vendors and contract laboratories, in order to ensure the timely delivery of services
* Responsible for the purchasing of all supplies for the Research and Development laboratory, kept inventory of all chemicals and standards.
* Moved the entire system of archiving results to an easily-accessible computer system.
* Interpreted, and logged all incoming quality documents such as test results, Standard Operating Procedures and official training documentation as well.
* Earned the trust and confidence of the Quality Director and laboratory staff, entrusted to oversee the manufacturing laboratory in the Director’s absence.

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| ***Additional working history:***  Kaiser Permanente – Fontana, CA Pharmacy Assistant, 2006 to 2007  Urban Outfitters – Rancho Cucamonga, CA Department Lead, 2005 to 2007  Nordstrom – Montclair, CA Sales Associate, 2003 to 2005 |
| References  Karine Aylozyan | Micro Quality Labs Inc.  818-845-0070  Daniel Griggs |Barnes and Noble Inc.  951-201-7163  Melissa Espiritu | City of Los Angeles  909-354-7121 | |