**Deborah Sampson**

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**Profile**

Professional customer servant with strengths in community organizing, event planning, editing/proofreading, streamlining business operations, maintaining confidentiality in both public and private sectors

* 10-plus years of wearing colorful administrative assistant hats for general staff and senior professionals
* Proficient in full Windows Suite and Mac design programs. Keyboarding 75WPM. Data Entry 2250 KPH
* “very flexible, responsible team member…[whose] quality of work is always very high!” ~COO, Portland Opera via my last employee review

**Professional Experience**

**Community Organizer**, PROPER (3/1998-present)

$8,000 budget grassroots community building initiative

* + - * Successfully met deadlines, solicited volunteer base and donations for various annual community events
      * Created branding strategy. Developed media relations, increased media coverage/mentions and audience attendance from under 100 to over 1,000
      * Collaborated with, showcased diverse entertainment and community resource representatives committed to global, community, personal empowerment. Continuously praised for the event's diversity and substance

**Administrative Assistant**, Portland Opera (5/2005-6/2012)

Supported executives and general staff to carry out daily operations of nonprofit with an over $8 million budget

* Primary assistance to chief operating officer for researching, writing and editing company policy manuals, emergency handbooks, RFPs, job descriptions, recruitment website and postings
* Self-initiated, streamlined database system for performance contracts, and safety incident reporting
* Praised for successfully promoting campaigns and productions to untapped market segment
* Praised for decorating, themed-catering in-house community, Board and company events

**Administrative Specialist**, NW Natural c/o Volt Services(10/2002-4/2005)

Assisted senior and professional staff, engineers and call center staff in departments of energy efficiency, industrial & commercial services, marketing, and consumer services for public utility company:

* Researched, calculated, and formulated various statistical data for launching an online compliance testing system, management’s internal reporting, and OPUC reporting
* Per unsolicited customer feedback, praised for consistently resolving customer difficulties with tact
* Self-initiated, created an HRMS payroll database (multilevel staff, union, contract employees) turned department template, trained staff accordingly

**Weekend Department Secretary**, Providence St. Vincent Medical Center(11/2000-12/2002)

Managed office for medical staff of Outpatient Infusion department for patients of cancer chemotherapy, injectable or IV therapies. Networked with internal and external customers to maintain friendly and effective front-desk patient care, including calling and scheduling, chart prep, registration, coding and billing. Maintained exposure to highly sensitive information with considerable discretion and confidentiality.

**Administrative Assistant**, DePaul Treatment Centers, Inc. (10/1999-10/2002) Supported professional staff of outpatient and residential services to late stage substance-abusing adults within a 6 county area. Performed chart audits, utilization compliance. Wrote, designed newsletter. Assisted training director with community trainings, promotion, reporting. Created professional community-wide library system and database—honored with company awards for organization and efficiency. Patient intake and confidentiality.

**Education & Other Training**

**Senior Adult Caregiver** (4/1994-12/2000)

Implemented activities to empower Alzheimer’s adult. ADL assistance. Family, clinical liaising. Daily assessments.

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| * Senior Level, English, PSU * Associates of Applied Science, PCC | * CPR certification, Exp 9/2015 * Elementary conversational in Spanish |