

Rhonda Zavarella

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Experienced Administrative Assistant

Profile: Over twenty years experience demonstrating dependability and good work ethic. Assisted with a wide variety of special projects including proposals, binding, and mail merges for mass mailings. Performed various secretarial functions, some confidential in nature, working independently or as part of a team.

Core Skills

- Word
- Excel
- Office Support
- Customer Service
- Proofreading

Employment History

CONNECTICUT STUDENT LOAN FOUNDATION, Rocky Hill, CT

1988 - 2009

Administrative Assistant, Corporate Services

Administrative Assistant to the Vice President

- Produced well-formatted, professional documents from rough drafts.
- Acquired and applied knowledge of each department's special requirements.
- Scanned/indexed documents to imaging system.
- Assisted General Counsel with letters, pleadings, and database management.
- Coordinated preparations for meetings and seminars including ordering/setup of food and beverages, written materials and supplies.
- Transcribed correspondence from shorthand for meetings and daily work.
- Scheduled conference calls for executives and other staff members.

THE RIVERS GROUP Employment Agency, West Hartford CT

1986-1988

Secretary/Receptionist (Part time)

- Transcribed correspondence from shorthand for the two owners of the company.
- Scheduled appointments for interviews between prospective applicants and companies.
- Assisted staff members with various duties.

Education & Training:

Certificate	Acrobat 8.0, Level I, New Horizons Learning Centers	2007
Certificate	Microsoft Office, Fred Pryor Seminars	2000
Certificate	Proofreading, State of Connecticut Dept. of Administrative Services	1996
Certificate	Customer Service Training, Sheila Houle, HR Manager, CSLF	1995
Certificate	Using the Telephone More Effectively, Sheila Houle, HR Manager, CSLF	1992

* Volunteer for the Hartford Public Library 2011