

JOANNE PHANEUF
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January 10, 2012

Frankie Smith
Managing Director
1391 Main Suite 706
Springfield, MA 01103

Dear Frankie Smith,

Your employment advertisement from CareerBuilder.com for an "Administrative/Office Coordinator" captured my interest since business growth is my passion. Looking for better ways of doing my job is what keeps me motivated and a commitment to customer service is what drives me!

After successful office administration for fifteen years, I'm now seeking to transfer my skills to another organization in need of a reliable and proactive assistant. While at MassMutual and United Personnel, I've had a diverse background in my office administration responsibilities due to all of the departments I've been assigned to, supporting over twenty five managers which included managing their schedules and supporting their staff over the course of that time.

I'm a self-starter and able to work independently with little supervision. I also work well in a team setting as I know success can depend on how well people work together to achieve internal and external customer oriented goals. I have always taken the initiative to learn and remain current with my company's strategy, processes and technology which contributes to my good judgment. I was looked at as an information resource and enjoy sharing my knowledge with others.

I take pleasure in my ability to build rapport working well with coworkers of all levels. I consistently collaborate with other departments and external customers demonstrating strong interpersonal skills and effective communication ability. Through active listening and understanding what others need, I seize opportunities for meaningful contribution and problem solving. I've become most successful through creatively looking for better ways of performing my responsibilities, flexible prioritization; genuinely, energetically and optimistically caring for customers and coworkers.

I'm confident that I can deliver similar results for J. Morrissey. I would welcome the opportunity to meet with you and provide you with more information. I appreciate your time, consideration and look forward to hearing from you soon!

Thank you,

Joanne Phaneuf

Enclosure: Resume (Page 2 – 3)

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ADMINISTRATIVE SUPPORT PROFESSIONAL

Seasoned Administrative Assistant with expertise in building rapport, internal and external customer service, proactive and efficient execution of office operations and coordination

SUMMARY OF QUALIFICATIONS

- Excellent interpersonal skills
 - Outstanding communication skills including bilingual (Spanish)
 - Effective time management and strong attention to detail
 - Self-starter as well as team oriented
 - Quick learner, adapt easily to changes in a progressive and fast paced environment
 - Proficiency in MS Office 2010 Suite (Outlook, Word, Excel, PowerPoint, and SharePoint)
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EXPERIENCE

Administrative Assistant

MassMutual Financial Group, Springfield, MA; June 1998 – June 2011

Schedule responsibilities for multiple managers; meeting, event and project planning/coordination; telephone coverage, mail sorting/distribution, file management, office supplies responsibilities, budget tracking/reporting, travel arrangements, travel expense reports, greet and escort visitors to respective recipients/conference room, word processing, spread sheets, minute taking, Power Point/WebEx presentations, SharePoint administration, invoice processing, company purchasing credit card management, staff coordination (i.e. new hire, transfer and terminations), Human Resources and Facilities liaison

Key Accomplishments:

- Administered “MySite” on SharePoint for information sharing, collaboration and data storage
- Coordinated area work space reconfiguration for improved efficiency
- Influenced enhancement of Facilities “Move & Change” form

Administrative Assistant / Executive Assistant

United Personnel Services, Springfield, MA; 1996 – 1998

Assignments within Health New England, Baystate Health System, MassMutual - Corporate Tax, Corporate Communications and International Departments

Grocery Retail Price Management Assistant

Big Y Food, Inc., Springfield, MA; 1993 - 1996

Sole user of a new IRI program called “Price Manager” which sets and applies rules that maintain an assigned difference in retail price between private labels and national brand products, importing and exporting data from AS400 to Pricing Manager, compiling and updating reports while trouble shooting issues/glitches as necessary, also responsible for C&S discontinued items, maintenance of the McCormick spice list, extensive contact with Store Managers

Key Accomplishments:

- Transformed a raw trial program, “Price Manager” to an effective and smooth running tool
- Created “Pricing Manager User Guide”
- Created “Monthly Pricing Commodity Report

EDUCATION

MassMutual's Professional Training:

Lean Six Sigma
Time Management
Emotional Intelligence
Business Writing
Improving People Skills
Innovation at Work
Diversity Advantage
Conflict Management
Creative Thinking & Problem Solving
Working Smarter: Increasing Effectiveness
Effective Minute Taking

Universidad Interamericana de Puerto Rico:

Psychology Major