

Jo Anne Leo
P.O. Box 214
Meriden, CT 06450-0214
[203] 630-3558
joleo5@yahoo.com

OBJECTIVE:

To continue to utilize my knowledge, skills and creativity in the Construction Administration / Administrative fields. To enhance customer service practices within a business and become a valuable asset to my employer.

QUALIFICATIONS:

Over 25 years of administrative experience including tasks for Executive and Senior Management. Continually interacting with the public and providing support and problem solving for all levels of management. Computer experience using Microsoft Word, Excel and Lotus spreadsheets.

- . Ability to distinguish fine details
- . Excellent typing, grammar, spelling and math
- . Superb telephone etiquette
- . Proofreading

EMPLOYMENT:

Spirit Halloween > temporary position

Meriden, CT

{September 2009 - November 2009}

Assistant Manager

Seasonal retail sales, cashier and customer service. Directed and assisted associates to and with their duties. Made daily bank deposits and reconciled cash drawers.

Central Connecticut Acoustics, Inc.

Wallingford, CT

{August 1999 - February 2009}

Secretary (to the President)

Typed proposals and correspondence while providing support for the President, Vice President, a force of 6 Project Managers and 2 Field Superintendents. Prepared estimates from take-offs via blueprints and drawings, maintained weekly sales reports, daily work order and job material sheets. Compiled information requested by General Contractors and Construction Managers with distribution to subcontractors, architects, consultants, owners, field technicians, etc. Interacted with all departments to ensure timeliness and completion of submittals, sketches and request logs. Assisted in the preparation of the owners' monthly meetings. Performed Customer Service and Reception duties with a nine-line phone system and general office duties. Excellent math, grammar & (70+wpm) typing skills were required as well as the ability to distinguish fine details. Took live dictation from the President for any correspondence he deemed necessary.

The Hawthorne Inn

Berlin, CT

{September 1990 - December 1999}

Professional Wait Staff

Responsibilities included banquet setup and serving as well as full service a la carte dining which also required *complete customer service with a smile!*

Northstar Corporation - ITT Business Communications Corporation

Rocky Hill, CT - Hartford, CT

{April 1984 - July 1990}

Control Center Supervisor / Branch Office Administrator

Scheduled and coordinated telephone system installations with customers and interfaced with SNET and like vendors to ensure smooth cutovers. Took repair calls and/or service orders from customer base of over 1000 and dispatched technicians to the sites. Processed completed orders and labor distribution time sheets, prepared weekly reports, typing, filing, computer entry, etc.

Jo Anne Leo

page 2

OTHER PREVIOUS EXPERIENCE:

RCA Telephone Systems

Meriden, CT

Receptionist, Customer Service Representative and Typist

Provided support for a force of 9 sales people and 2 managers.

Traveled to customer sites to train their employees on usage of newly purchased telephone systems.

Meriden Trust & Safe Deposit Company

Meriden, CT

Teller; Head Teller

Connecticut Collection Company

Meriden, CT

Collected daily payments and posted them to delinquent accounts, made daily bank deposits, etc.

The G. R. Cummings Company

Meriden, CT

Inventory for this sheet metal/roofing company.

Kinney Shoe Stores

Meriden, CT

Retail Shoe Sales, Customer Service

The W. T. Grant Company

Meriden, CT

Retail Sales (Jewelry Dept.); Cashier

The Record Journal - Graphics Dept.

Meriden, CT

Paste-up and proofreader duties