ADELE B. WILLIAMS

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Administrative Support Professional

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| Career Profile | | | | | | | |
|  | | Highly qualified **Administrative Support Professional,** with IT support background, offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver with 10+ years experience, who readily adapts to change, works independently and exceeds expectation. Able to juggle multiple priorities and meet tight deadlines without compromising quality. Ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service. | | | | |
| Education & Professional Development Training | | | | | | | |
|  | | Patrick’s Academy, Inc. – Hartford, CT | | | | | |
| Professional Development:   * Microsoft Office Specialist (MOS), 2010   **Weaver High School – Hartford, CT**  Diploma  ***Certificates of Completion:*** | | | | | |
| **Capital Community College – Center for Business & Industry Services**   * Business Writing for Insurance and Financial Services 2007 * Accounting & Finance Basics Part 1 2007 * Understanding and Navigating the World of Business 2007 * Math for Management and Finance 2007 * The Business Analyst Certificate Program 2007 * Introduction to Insurance, Financial & Banking Services 2007   **Sys·tem·á·tion®**   * Making Project Work 2006 * Fast Start® In Project Management 2006 * Advanced Project Management 2006 * Creating High Performance Project Teams 2006   **CIGNA Training Services**   * Six SIGMA – Yellow Belt 2005   **New Horizons Computer Learning Center - Bloomfield, CT**   * Access 2002 – Level 1 2005 * HTML 4.01: Web Authoring – Level 1 2005 * SQL – Level 1 2005 | | | | | |
| Key Skills | | | | | | | |
|  | | Office Skills: | Office Management  Records Management  Database Administration | Spreadsheets/Reports  Event Planning Management  Calendaring | | Executive Support  Travel Coordination | |
|  | | Computer Skills: | MS Word  MS Excel  MS PowerPoint | MS Outlook  MS Access  MS Project | | Adobe Writer  HTML, SQL, Java | |
| Professional Experience | | | | | | | |
|  | Cigna – Bloomfield, CT | | | | July 1998 – January 2012 | | |
| **Sr. Business Analyst** | | | | | | |
| * Supported staff of 25 responsible for developing and implementing medical and pharmacy coverage policies. * Created high-quality documents using Adobe Writer and WORD. * Posted and maintained documents to website(s) using HTML, SQL and Java. * Researched and generated web trend reports. * Monitored inquiry email box, researched and resolved website issues. * Updated records using Access database tools. * Communicated effectively with multiple departments to plan webinar meetings and prepare PowerPoint presentations. Established strong relationships to gain support and effectively achieve results. * Updated client records in mainframe applications. | | | | | | |

**Community/Volunteer Activities**

* Big Brothers Big Sisters Mentoring Program
* Big Brothers Big Sisters “My Friend Taught Me” Tutoring Program
* AMF Silver Lanes Junior Program Bowling Coach
* Cub Scout Den Leader – Pack 1154
* United Way Day of Caring
* Reading Tutor – JP Vincent Elementary School – Bloomfield
* Insurance City Bowling Senate Secretary
* Special Olympics Winter and Summer Games
* Coordinator for “Adopt Families for Christmas” Project – CT Dept. of Social Services