**Profile**

**Career Objective**

I am seeking an active position providing service, support and assistance.

**Personal Profile**

My career history has been administrative and client services oriented, in corporate settings both large and small. I have become proficient in procedure, documentation, project management, research, support and assistance, and especially customer service, with a right-sized understanding of my skills, and pride in my work.

**Skills Summary**

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| --- | --- |
| * Customer Service * Office Management * Mentoring and Training | * Event Coordinating * Computer/Software Proficiencies * Relationship Building |

**Professional Experience**

**Communication/Mentoring and Training**

* Prepared marketing, sales and event reports for high-security software and financial management companies.
* Rigorous reporting specifications ruled by state and federal defense, banking and securities commissions and agencies
* Daily office communications, dissemination of information, memorandums
* Authored professional client and vendor correspondences.
* Developed and delivered training programs in software, people skills, and procedures.
* Learned and created successful training curriculum for conference software programs; program was adopted company-wide by MCI Conferencing
* Training/mentoring to develop staff into leadership positions; created a promotion-focused program that raised several dozen employees within MCI Conferencing

**Customer Service/ Problem Solving/Marketing/Event Coordinating**

* Created Internal Customer recognition program with MCI and with SAS Institute.
  + Focused on mediation, facilitation, delivering feedback and criticism
* In-person, written and telephone customer assistance.
  + Interacting with a variety of persons in the appropriate manners in order to be successful
* Marketing and Promotion Coordination and Assistance.
  + Created materials for events and promotions; PowerPoint, spreadsheets, online document sharing, brochures
  + Coordinated and supervised events for a range of attendees: internal, external, across a wide socio-economic spectrum; with the Phoenix Art Museum, MCI, SAS and others; sales, training, team meetings; audio, video, live and online events
  + Created Visitor Guide brochure for SAS’s Phoenix, AZ Regional Office (spaces frequently used for team and sales meetings due to the pleasant climate)

**Employment History**

* High Watch Recovery Center 8/2011-Present Milieu Staff
* Self-Employed, Amenia, NY 2008-Present Transcription; Office Management
* Grey House Publishing, Amenia, NY 2008-2010 Editorial; Production Manager; Sales
* SAS Institute, Phoenix, AZ 2002-2007 Office Management
* Phoenix Art Museum, Phoenix, AZ 2005-2007 Event Staff, Membership Sales

**References**

Greg Riley, Gregory M Riley, LLC (860) 480-5222 gregmriley@comcast.net

Judith Winters, JWCC College Counseling (860) 435-6437 judithwinters@gmail.com

Caitlin Thomson, Grey House Publishing (800) 562-2139 cthomson@greyhouse.com