**Donna Guiel**

274 Brewer Street

East Hartford, CT 06118

Cell: (860) 250-2672

E-mail: [ladyglas@sbcglobal.net](mailto:ladyglas@sbcglobal.net)

***ADMINISTRATIVE RESUME***

**W o r k E x p e r i e n c e**

**JN Phillips Auto Glass/Ed Steben Auto Glass July 2009 – September 2010**

***Office Administrator/Customer Service Representative -*** My duties included heavy phone contact with our customers, our various branches and our corporate offices in Massachusetts. I provided all necessary support in order for the branch to operate efficiently. I was the receptionist, greeting customers and the various visitors to my office. I would plan the occasional meeting, schedule appointments, organize and maintain the branches paperwork and work orders and would circulate information and correspondence via telephone, fax, e-mail and US Mail. I would open and distribute the office mail, as well as track the branch’s inventory, maintain the necessary supplies needed to run the office efficiently and operate the computers, faxes and copiers. I would also maintain all confidential records and files. I was the “go to” girl when issues

and problems arose that needed special handling.  
  
**Guiel Auto Glass August, 1991 - April 2009**

***Owner/Office Administrator*** - I was directly involved with all aspects of running a business, including but not limited to, the processing of payroll, advertising purchases, accounts payables, accounts receivables, tax filings, sales support and customer service. I would answer all calls, schedule appointments and meetings and act as receptionist to all visitors to my office. I would supervise our office staff and assist in the supervision of our technical staff. I would offer training to the office staff as necessary and ensured that our technical staff was up-to-date in their licensing responsibilities with the state of Connecticut. I would maintain confidential records and files. I would open and distribute the mail, track inventory, track and order office supplies when needed and maintain all office equipment, which included copiers, faxes, computers, printers, scanners, credit card machines and postal units. I provided all support, including clerical support, in order for my company to operate efficiently. I am proficient in Microsoft Word, Excel and QuickBooks. At the start of our company, prior to our utilization of the Excel program, I utilized the Microsoft Spreadsheet programs to develop the spreadsheets for our company to track all sales, as well as the development of various databases in order to track all customers and their purchases. Once we began to utilize the Excel program I developed and formatted the various spreadsheets needed to replace the spreadsheets I had developed from the Microsoft spreadsheet program. Lastly, if there were any problems, issues and/or glitches in the day to day operations of my company I would be the individual to troubleshoot and resolve the problem.

**Royal Typewriter/Konica Royal Business Machines March 1980 - March 1991**

***Administrative Assistant; Sales Administrator*** - My responsibilities included interacting with our dealer and branch communities with regard to copier sales for our major and government accounts. I would offer customer and sales support and would answer all calls for my area. I processed all required correspondence via US Mail or fax, operated and maintain the office equipment, which included copiers, faxes and computers and provided all clerical support for the office. In addition, I was responsible for contract and training compliance. Lastly, I would track all sales, by salesman, within the various regions, and report these figures to the Director of Marketing. These calculations were prior to the computer generated reporting procedures and were manually calculated.

**C o m p u t e r S k i l s**

Proficient with 10 Key, Data Entry (approximately 50 KSPM), Microsoft Word, Excel and QuickBooks