**27 Francis Street**

**East Hartford, CT. 06108**

**(860) 680-7948(C)**

**(860) 291-1796(H)**

**Andrea Riley**

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| OBJECTIVE | To apply 19+ years of Management and Administrative skills to a company and obtain a position in a pleasant environment where I will have the opportunity for professional growth and advancement. |
| SUMMARY OF  QUALIFICATIONS  ACHIEVEMENTS  EDUCATION | * A results-oriented self-starter with highly developed administrative and clerical skills including faxing, photocopying, scanning, printing , binding, typing, filing, Managerial and Customer Service skills. * Proficient in IBM Personal Computer, MS/DOS version 3.10, Microsoft Office (Word & Excel), Lotus 1,2,3-version 2.0, Lotus Notes 4.6, MultiMate Advantage 3.50, IBM Selectric II typewriter and Royal Adler Electronic typewriter. Windows XP, Pro, 95, 2000 and E-copy scanner. * Experience in Invoicing, Account Payable, Human Resources and Payroll Functions * During my 19 + years career at IKON Office Solutions I have achieved and accomplished Foundations for New Managers / Managers Training and Customer Service Training – Oct. 05. In August 2006, 2007, 2008, 2009, 2010 I have achieved 100% percent on our annual Site Certification. On December 2007 the service contract was renewed under my supervision. In 1996 I have read books to enhance my career – The OZ Principle by Roger Connors, Tom Smith, and Craig Hickman (Getting results through individual and organizational accountability) Seven Habits for Highly Effective people by Stephen Covey (Dealing with or making decision as a manager or day to day lifestyles) and The Great Game of Business. In April 2010 I was awarded Area employee of the year. In May 1996, October 2005, October 2007 and December 2007 I was awarded Certificate of Achievement for Employee of the Month. I was nominated for employee of the quarter in September 2007 and December 2007.   1989 Computer Processing Institute East Hartford, CT  ***Word Processing Specialist*** Graduated 10/ 1989  Courses Taken   * Word Processing * Keyboard and Document Preparations * Introduction to Micro Processing * Business Communications * Word Processing Concept * Microprocessing I and II * Production Typing * Machine Transcription   1988 General Equivalency Diploma Hartford, CT   * ***High School*** Graduated 12/ 1988 |
| WORK EXPERIENCE | 1992 – 2011 IKON Document Services / IKON Management Services Hartford, CT  ***Assistant Site Manager at Shipman and Goodwin L.L.P/Manager/ Sr. Administrator/Work flow coordinator.***  Accounts Payable, Payroll contact, Office resource personnel, Senior Administrative manager, Shift manager and Invoicing / Workflow coordinator.  Participate in the interviewing process of potential employees, employee counseling sessions and evaluations. Conduct interviews, reviews and train new personnel, including all new hire/discharge paperwork and inputs. Handle payroll/ billing records and invoicing. Resolve all in house issues with administrative calls for service and administrative systems replacement. Scheduling trips, meetings and conference room for managers and executives. Maintaining in and out, vacation and day off calendar for all associates and managers. Complete Sarbanes Oxley as well as In-House audit programs. Responsible for supply ordering and maintaining all logs and spreadsheets. Reconciliation of Account payable expense distribution, month end profit and loss spreadsheet versus Revenue logs and American Express Purchasing card reports and statement.  Supervisor responsibilities including - Managed 6-10 personnel per shift, produced best labor revenues for the site and trained new employees. Maintain productivity, quality of project to be produced and ensure deadlines. Make sure all deadlines were met on time and accurate. Followed all Ikon Service excellence guidelines. Maintained proper usage of copiers and all other office equipment.  1989 - 1992 Ames Department Stores, Inc. Rocky Hill, CT  ***Merchandise Allocate Analysis***   * Performed data entry * Performed clerical duties such as faxing, typing and photocopying * Performed alphabetical and numerical filing * Organized and closed out files   1988 - 1989 Nurture Nest Preschool Hartford, CT  ***Assistant Teacher (Paraprofessional)***   * Processed registration forms * Updated attendance records and student files * Supervised children at lunch and at play * Assisted with assorted classroom activities * Drafted lesson plans   1987- 1988 Saint Mary’s Home West Hartford, CT  ***Rehabilitative Transporter***   * Interacted with medical staff and patients * Transported patients from bedrooms to rehabilitation rooms |
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| PRIOR EDUCATION | 1984 Jamaica Bible College Mandeville, Jamaica WI  Secretarial Science Graduated 06/ 1984  1980 Balaclava High School Saint Elizabeth, Jamaica WI  High School Graduated 06/ 1980 |
| INTERESTS AND  ACTIVITIES | I like reading, meeting people, learning new things and helping others. I enjoy walks through park, and physical exercise, such as running and working out.  **References :**  Maria Ramsay Marketing manager at Shipman & Goodwin 860-251-5030  Robert Simpson Partner at Shipman & Goodwin 860-251-5000  Kim Dubail Manager at Ikon Office Solutions 860-234-3418 |