**Patricia Ann Wong  
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**P.O. Box 219 l Mansfield Depot, CT 06251 l (860) 208-8678 l patiewong@gmail.com**

**Qualifications Summary:**

Exceptional professional offering outstanding Senior Administrative support with over 10 years of experience. Experienced in performing a variety of administrative duties which include a range of knowledge and skills of organizational procedures and policies; resolving administrative problems and inquiries; proactive and able to multi-task efficiently; team player who is able to interact with all individuals at all levels; perform well independently as well as under pressure and fast- paced environments; committed to superior customer service; detail oriented and resourceful in completing projects; leverage organizational capabilities to facilitate well-run and streamlined office operations; well organized, highly trustworthy, ethical and discreet.

* Executive Support and Team Lead
* Schedule Travel and Meetings
* Excellent Customer Service and Relations
* Proficient in PowerPoint, Word and Excel
* Excellent coordinating skills
* Capable for problem solving in various fields
* Office Equipment Operations
* Accounting/Payroll
* Event Management/Sales/Marketing
* Employment/Team Management

**Professional Experience:**

**Sheraton Hartford Hotel, East Hartford, CT – 2010 to 2011  
Event Catering Sales Manager**

Managed the hotel’s event bookings and allocation of resources and staff. Responsibilities involved planning new promotions, initiatives and contributing to business development. Setting and agreeing budgets, negotiating contracts with customers and dealt with staffing and client issues. Drafted proposals, contracts and billing invoices. Kept abreast of trends and developments in the industry such as menus, consumer tastes and management issues. Attended industry and networking events.

**Accenture, Hartford, CT – 2005 to 2010  
Analyst/Senior Administrative Assistant/Team Lead**

Experienced administration assistant with strong interpersonal and organizational skills. Provided comprehensive administrative support for the company handling a vast range of responsibilities.

**Administrative support for partners, senior managers, managers, project teams and clients**

* Organized all details for executive travel and client visits, including flights, hotel accommodations, car service, company and client lunches, dinners, events and charitable functions
* Managed executive business schedules, calendars, teleconferencing, conference calls and booking appointments
* Scheduled and coordinated meetings both internally and externally
* Acted a as liaison between executives, project teams and clients

**Office Manager/Team Lead**

* Developed and reconciled financial reports and invoices
* Managed the Accenture Event Management System (EMS) to coordinate office wide reservation and meeting planning
* Managed the Accenture Records Management System
  + Update personnel records
  + Assess roles and responsibilities of executives in the Hartford area
* Developed relationships with local hotel management, local businesses and vendors to negotiate rates and contracts for all levels of the company and all project client account teams
  + Saved the organization over $300,000 in hotel and event expenses after establishing cohesive relationships with vendors in negotiating recurring yearly contracts
  + Helped project teams meet budget goals
* Event Planner for over 40 on-site and off-site meetings annually, including office events, civic and charitable events and diversity events
* Managed overall event logistics including: venue selection, budget, contract negotiation with facilities and suppliers
* Liaison and support for Recruiting and Human Resources in the Northeast Region:
* First Day paperwork for new hires into the firm, including I-9 forms and arranging corporate housing
* Assist in facilitating New Joiner Orientation and recruiting facilitators

**American Airlines, Windsor, CT – 2003 to 2005  
Payroll/Accounting/Administrative Support**

Responsible for processing payroll and accounting for an office of 850 employees

* Operations department: call distributor operator, which includes monitoring personnel headcounts and providing status reports to corporate headquarters on a daily basis
* Work Scheduling:
* Process daily work schedule for all telephone manned functions
* Responsible for all bidding processes including holidays, vacations, extensions, schedules and daily shift changes

**American Airlines, Hartford, CT – 2000 to 2003**

**Reservations Sales Agent specializing in travel arrangements for domestic and international travel**

* Sold company services to customers and travel agencies for domestic and international destinations by answering incoming calls and assisting customers in reaching satisfactory solutions to their travel needs

**Kodak, East Hartford, CT – 1993 to 1999**

**Team Lead specializing in film processing. Assisted supervisor with start-up of machines, troubleshooting and ensure even work flow**

* Included all aspects of film developing: reprints from negatives, packaging photographs and quality control
* Served as trainer for new and current employees
* Wrote a step-by-step company training manual for the firm

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**Education: Edwin O. Smith High School Graduate**