**JENNIFER L. DWYER**

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**SUMMARY**

An Executive Assistant/Procurement Specialist with extensive experience building customer relationships, understanding needs and coordinating a wide variety of activity to ensure a high level of customer satisfaction in the Manufacturing, Tele-Communications, Winery and Banking Industries. Known for being the “go to person”, having a friendly and helpful attitude in order to get things done. Core Competencies include:

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| * Supplies Management * SAP knowledge * Vendor Coordination | * Negotiating * Fleet Management * Project Management | * Suite of Microsoft Products * Continuous Improvement * Relationship Builder |

**KEY ACCOMPLISHMENTS**

* Put in place 10 lean ideas within the past 8 months reducing task completion time.
* Created a Purchase Order template for use in ordering equipment/supplies which helped reduce processing time.
* Improved customer service through continuous communication with vendors.
* Completed purchase order requests within 24 hours of request.
* Trained local buyers/administrative assistants on the Easy Buy system used for purchasing.

**PROFESSIONAL EXPERIENCE**

STRYKER ORTHOPAEDICS, East Hartford, CT

**Administrative Assistant - temporary** Nov 2011 - Feb 2012

LEGO Systems, Inc., Enfield, CT

**Local Buyer** 2009 – Sept 2011

Responsible for creating Purchase Orders for equipment, supplies and other inventory used at local retail stores, the Finance, Human Resources and the Facilities departments.

* Managed and maintained the Facility Catalog in Easy Buy by adding and deleting items as needed. Also responsible for making sure there was enough inventory to support the orders, replenishing as needed.
* Managed the fleet for Senior management by ordering new vehicles and approving repairs when needed.
* Coordinated all new vendors applications and submitted to Denmark for approval to have created in the purchasing database.
* Created Purchase Orders and processed all invoices for Human Resources, Finance, Facilities and IT depts., including ordering LEGO Brand Retail computer equipment/registers and printers.
* Main contact for Office Depot, Grainger, ARI and Eurest for customer service.
* Ordered all new computer equipment, business cards, cell phones and furniture for Finance, Facilities and IT depts.
* Trained new employees how to use the Easy Buy purchasing system so they were able to create Purchase Orders.
* Project manager for the annual calendars for 800 employees.
* Sent shipments as requested through IShip globally and internationally.
* Ensured yearend balance and accruals were accurate to support the accounting department

**Administrative Assistant** 1995 – 2009

* Managed calendar for Sr. Field Sales Director through Microsoft outlook.
* Managed from start to finish the semi-annual mailing to all customers.
* Updated merchandiser calendars through CRC.
* Posted all account direction to CRC for Merchandisers use for the daily calls.
* Set up meetings and rescheduled them when necessary.
* Arranged travel arrangements for the department.
* Booked meeting rooms, and ordered in-house lunches for meetings when needed.
* Organized semi-annual meetings for National Merchandising dept. consisting of 115 people, which included flights and hotels.
* Worked directly with vendors via email and by phone in regards to item set up information.
* Answered and screened telephone calls for Director.
* Typed letters, memos, PowerPoint presentations and Excel spreadsheets.
* Completed item set up forms for vendors which supplied information needed to sell product.
* Made arrangements for Customers to meet with Account Managers.
* Kept track of vacation days and sick time for Department.
* Reconciled credit card statements for Director.

E&J Gallo Winery, Denver, CO

**Administrative Assistant** 1994 – 1995

* Interviewed candidates for Administrative Assistant position.
* Trained new Administrative Assistant.
* Typed letters, memos and spreadsheets for Division Manager & Field Marketing Manager.
* Accounts payable for the Rocky Mountain Division.
* Ran various reports needed for the Division Manager.
* Prepared reports weekly for the V.P. of E&J Gallo.
* Entered mid-month and end of month numbers in the computer for 45 distributors so it is possible to get accurate information.
* Made sure new employees have all the necessary paperwork to complete their orientation.
* Prepared personnel actions forms for all employees requesting vacation, also kept track of vacation days and sick time for employees.
* Ordered office supplies.
* Controlled petty cash.
* Operated and maintained copy machine, postage machine and fax machine.

Cox Communications, Manchester, CT

**Executive Secretary** 1987 – 1993

* Typed letters, memos, correspondence, invoices and a variety of forms including yearly budget for Managers and Supervisors.
* Answered and screened incoming calls for Managers and Supervisors and most employees.
* Made travel and hotel reservations for Managers and Supervisors.
* Assisted 50+ co-workers and customers in any questions or concerns they had.
* Ordered office supplies for the company.
* Received, sorted and distributed mail.
* Operated and maintained copy machine, postage machine and fax machine.
* Assisted Human Resource Manager with petty cash for employees.
* Posted payments daily to customer accounts.

Rockville Bank, Vernon, CT

**Bank Teller** 1984 – 1987

* Cashed customer personal checks and paychecks.
* Posted deposits and withdrawals to customer accounts.

**EDUCATION & TRAINING**

**Microsoft Word and Excel,** Manchester Community Technical College, Manchester, CT

**Graduate,** Tolland High School, Tolland, CT

**SPECIAL SKILLS**

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| --- | --- |
| * 15 years experience with Microsoft Word, PowerPoint, Excel and Outlook | * Two years experience with SAP * Types 75 WPM |