**JACQUELINE M. SAGHERIAN**

8 Pine Tree Lane (860) 967-7573

Avon, CT 06001 jsagh3975@yahoo.com

**Office Administration / Project Management**

Administrative Specialist with several years diversified experience in the insurance and financial industry. Expertise encompasses administration, project management, organization, computer systems, and client service.

## COMPUTER SYSTEMS & SOFTWARE

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| --- | --- | --- | --- |
| ⮞ Windows XP | ⮞ MS PowerPoint | ⮞ MS Outlook | ⮞ PeopleSoft |
| ⮞ MS Word | ⮞ MS Access | ⮞ Lotus 123 | ⮞ MUNIS (Accounting Sys) |
| ⮞ MS Excel | ⮞ MS Visio | ⮞ Lotus Notes | ⮞ Adobe |
| ⮞ Novell GroupWise | ⮞ ForTheRecord Player |  |  |

**PROFESSIONAL EXPERIENCE**

NEW ENGLAND GUILD, Hartford, CT (Contract) 12/2011 – 2/2012

*Wealth Management & Investment Advisors*

***Office Support***

* Provided clerical office support to the office Operations Manager and Investment Advisors.
* Faxed client wire transfers, banking and investment client account transactions to Schwab.
* Scanned client portfolio documents containing transaction ledgers, and other financial information.
* Answered phone calls from clients and directed to appropriate investment advisor.

CITY OF BRISTOL, Bristol, CT (Contract) 9/2011 – 10/2011

***Administrative Assistant, Bristol Development Authority***

* Supported the Executive Director of the Bristol Development Authority. Scheduled Board Meetings, Industrial Committee and Downtown Committee Meetings on Novell GroupWise.
* Prepared and mailed meeting agenda’s to the Mayor’s office and Board members and posted meetings in the City Clerk’s office.
* Set-up dictation machine that records meeting minutes onto ForTheRecord digital recording software in the Council Chambers. Took notes from Board members during meetings and typed meeting minutes.
* Processed Residential Housing Rehabilitation and CDBG Public Service Grant requisitions, expense reports, travel expenses and office supplies on MUNIS accounting system.
* Entered time and attendance records in Excel. Created application packets for Housing Rehabilitation Grant programs, FEMA flood disaster and financial assistance.

THE HARTFORD, Hartford, CT (Contract ) 11/2007 – 3/2009

***Executive Assistant, Claims CIO Invest***

1. Simultaneously supported the Chief Information Officer of Property & Casualty eBusiness & Technology and the Assistant Vice President of IT Program Management.
2. Managed multiple calendars for scheduling meetings on MS Outlook and Lotus Notes, prioritized and used decision-making skills to resolve schedule conflicts.
3. Created and edited presentations, spreadsheets, correspondence and agenda’s for weekly staff meetings.
4. Scheduled interviews for senior management and Human Resources with new hire candidates. Managed candidate feedback forms and processed service award nomination certificates.
5. Maintained and tracked department budget and approval requests for employees and management for software training, conferences, and special functions.
6. Coordinated travel arrangements, processed expense reports, maintained attendance records in PeopleSoft.

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THE HARTFORD, Hartford, CT (Contract ) 8/2007 – 10/2007

### **Administrative Assistant, Individual Annuity Services** (Simsbury Office)

1. Supported two director’s, scheduled meetings, conference calls and made travel arrangements.
2. Created monthly and quarterly reports on Excel and client presentations on PowerPoint.
3. Created correspondence and agenda’s for weekly staff meetings.
4. Processed expense reports, billing invoices, and maintained attendance records.
5. Maintained filing system to ensure key records are retained and reference materials are accessible.

CARRIER CORPORATION, Farmington, CT (Contract) 10/2006 – 2/2007

# Executive Assistant, Business Development

1. Updated and maintained complex calendars for the Executive Vice President and two Directors.
2. Created and edited PowerPoint presentations for Acquisition Review Meetings and Monthly Reports.
3. Prepared Carrier President Whitepapers containing project leaders acquisitions and joint venture activities.
4. Coordinated meetings, conference calls, made extensive international and domestic travel arrangements, and converted foreign currency to US dollars. Processed expense reports and billing invoices.

FAMILY ESTATE MANAGEMENT 10/2002 – 9/2006

1. Managed family’s estate and financial affairs including residence and extensive property.
2. Prepared property taxes, analyzed expenses, paid billing invoices, and balanced checkbook statements.
3. Interviewed and hired service and maintenance contractors.

HARTFORD INVESTMENT MANAGEMENT COMPANY, Hartford, CT (Contract) 9/2001 – 9/2002

***Executive Assistant, Commercial Mortgage/Asset Backed Securities & Portfolio Support***

1. Managed complex calendars for two Executive Vice President’s and the Chief Operating Officer.
2. Streamlined department workflow through the reorganization of the entire Portfolio Support client filing system. Analyzed and disposed of over 500 outdated files, maximizing file space by 45%.
3. Improved productivity and efficiency by developing a file management system and database on Access.
4. Trained staff on computer software, created slide presentations on PowerPoint and spreadsheets on Excel.
5. Coordinated meetings, conference calls, made travel arrangements, and maintained attendance records.

MASSMUTUAL LIFE INSURANCE COMPANY, Hartford, CT (Contract) 11/2000 – 3/2001

***Presentation Specialist, Distribution Life Services***

1. Coordinated and responded to multiple service requests from top producer agents, Life Product Support, Business and Estate Planning for Case Design Proposals.
2. Designed sales illustrations and packaged customized client proposals on PowerPoint and Excel. Consulted with Underwriting, Legal, and Compliance Review for approval.
3. Created Adobe Acrabat PDF’s and placed on Fieldnet department web site for member producer agents.

**EDUCATION**

Tunxis Community Technical College, Farmington, CT

Major: Business Administration (2 years)