

# BRIAN SMITH

AUSTIN, TX 78702 555-555-5555 EXAMPLE@EXAMPLE.COM

PROFESSIONAL SUMMARY

Orderly and committed administrative assistant offering over seven years of solid skills in customer relations and resilience to handle challenges of fast-paced professional and banking environments. Bringing detail-oriented and decisive nature with sound judgment, good multitasking abilities and a self-motivated personality. Comfortable working alone or with teams to accomplish on-time and accurate clerical tasks.

SKILLS

- Memo preparation
- Meeting planning
- Communication
- Adaptability

- Interpersonal skills
- Organization
- Proposal writing
- Microsoft

WORK HISTORY

JUNE 2018-CURRENT

Administrative Assistant | Frost Bank | Austin, TX

- Direct customer communication to appropriate department personnel and offered information to resolve inquiries, boosting customer satisfaction.
- Attend on and off site meetings and take notes to better assist a team of seven employees.
- Answer 45-50 calls daily to check up on clients and clear doubts they may have.

DECEMBER 2016-MAY 2018

Accountant Receptionist | Radiant Plumbing and Air Conditioning | Austin, TX

- Typed from 75-80 words a minute for correspondence and documents.
- Assisted production and distribution of memos, newsletters, and email updates.
- Composed, proofread and distributed professional business correspondence and internal team communications.

OCTOBER 2015-OCTOBER 2016

Receptionist | Goodmanson Construction | Austin, TX

- Greeted and announced clients, vendors, and visitors, and provided administrative support as needed.
- Enter updates into company system to notify all employees.
- Answered and directed incoming calls using multi-line telephone system.

EDUCATION

High School Diploma

Akins High School, Austin, TX

# Marsha Williams

## Marketing Coordinator | Marketing Assistant

City, State | (000) 000-0000 | email@email.com

### Professional Experience

#### Executive Assistant, Marketing & Global Sales Smith Inc

Nov 2007 - Present

Provide administrative support to the VP of Worldwide Sales and the Directors of Marketing and Global Operations, managing schedules/calendars and overseeing event logistics. Field internal and external inquiries and drive satisfactory issue resolution. Report payroll information for 31 marketing and logistics staff.

- Maintain accurate database of all dealers and distributors to streamline communications.
- Manage travel and meeting arrangements including sourcing vendors for catering, booking hotel and transportation accommodations and procuring visas for foreign travel. Execute itinerary changes.
- Process and code expense reports and obtain authorization for payment of 20+ invoices weekly.
- Support Regional Sales Managers with ad hoc projects, including purchasing marketing merchandise for distribution to prospective clients/leads.
- Secure necessary signatures on Dealmaster discount forms to facilitate deal closure.
- Procure show badges and prepare visa invitation letters for global distributors in preparation for the annual NAMM Show.

#### Administrative Assistant Jones & Co

Jul 2006 - Jun 2007

Support two Senior Partners, blasting monthly marketing letters to a database of over 250 prospects. Prepared monthly attorney letters on case statuses and compiled expense reports. Fielded telephone calls and resolved complex inquiries. Arranged international and domestic travel itineraries.

- Prepared correspondence, including client engagement letters.
- Set up all client files in company database for efficient tracking.
- Conducted Internet research on background information for approximately 50 clients.

#### Internal Communications Officer/Marketing Assistant Indigo Inc

Aug 1996 - Feb 2005

Supported marketing and corporate communications across the organization, traveling to Paris, France Headquarters as needed. Organized on- and off-site team building activities and traveled frequently across locations to adopt best practice methods. Liaised between cross-functional teams and department, facilitating discussions with subject matter expert.

- Successfully delivered critical change management communication during company restructuring.
- Launched and implemented "Leader for Tomorrow" management project with guidelines from corporate headquarters to over 1,000 employees 6 months ahead of schedule.
- Reinvigorated and enhanced company image and content for the quarterly newsletter.
- Coordinated the successful launch of "Open Day" event for over 2,000 attendees.
- Assisted with the design and content of branded publications including flyers, brochures, badges, invitations and other printed marketing designs.
- Collaborated in the execution of trade shows and exhibitions with cross-functional teams.
- Served as member of a team selected to work with public relations agency, Ogilvy PR to arrange press conferences/releases, quarterly financial results and annual meetings.
- Spearheaded Corporate Social Responsibility (CSR) events within a community serving over 3,000 people.

### Summary

- Poised and articulate professional with exceptional skills in supporting global leadership teams in the development and implementation marketing strategies to capture new markets and increase profitability.
- Trained in conducting research and analyzing and interpreting data to aid in decision-making efforts.
- Adept at communicating across diverse international audiences and collaborating cross-functionally to achieve corporate objectives.
- Creative and innovative thinker with strengths in aiding in the delivery of marketing communications and development of content for sales/marketing collateral.

### Area of Expertise

- Competitive Intelligence
- Relationship Management
- Market Research/Analysis
- Sales/Marketing Strategy
- Customer Service
- Strategic Planning
- Advertising
- Event Planning
- Negotiations

### Computer Skills

MS Office (Word, PowerPoint, Excel, Outlook), SAP, SRM, Visio

### Professional Affiliations

American Marketing Association (AMA)