diane m. jones

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**Summary**

Client-focused, dedicated **Administrative Services Professional** with extensive experience in successfully executing a wide variety of responsibilities and duties. Recognized as a collaborative team member and a strong leader. Established versatility, positive attitude, and ownership of projects and tasks.

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| * Process Improvement | * Travel Coordination | * Expense Reporting |
| * Supply Procurement | * Procedure Development | * Problem Resolution |
| * Calendar Management | * Budgets & Cost Control | * Event Management |
| * Project Management | * Quality Control | * Office Management |

**Professional Experience**

**American International Group,** Woodland Hills, CA **2012 - 2013**

**Resource Analyst/Administrative Assistant**

Supported in-house and virtual Operations Management team in tracking resource job requisitions and time reporting.

* Created and maintained project time reporting Excel database, improving accuracy and timely reporting of labor allocation for program enhancement projects.
* Developed Project Portfolio Management time tracking manual and training materials to create guidelines for project time reporting, facilitating resource invoice reconciliation.
* Conducted quality control for Change Authority Board, ensuring ADM requirement was in compliance with federal regulations.

**Sun America/AIG(AppleOne),** Woodland Hills, CA**2011- 2012**

**Executive Assistant/Temporary Associate**

Supported SVP of Finance and Global SAP Service Center with phones, filing, copies, travel, expense reports, calendaring, travel coordination, office supplies and special projects.

* Created CPE/Continuing Education tracking spreadsheet, enabling SVP to manage required certification training with maximum efficiency.
* Streamlined expense reporting system by building an expense and travel tracking log, ensuring timely reimbursement of expenses.
* Reorganized filing system and cataloged both on-site and off-site storage documentation, significantly improving speed and ease of retrieval.

**Guitar Center Corporate (VACO),** Westlake Village, CA **2011 - 2011**

**Project Manager/Independent Consulting**

Project management of 500 person move from existing corporate facility to new corporate build out for accommodation of business entity acquisition. Focused on IT infrastructure and desktop services and swift resolution of subsequent move requests and issues.

* Created detailed move spreadsheets, floor plans, and location designation numbering system for all offices and cubicles, streamlining move process.

**Initiative Media (formerly Western International Media),** Los Angeles, CA **1992 - 2010**

**Office/Project Manager, 2005 - 2010**

Managed Office Services, Purchasing and Facilities for 225 employees and several west coast offices.  Reporting to Executive Vice President of Finance, responsible for office, project, vendor and event management.

* Created and maintained budgets and procedures ensuring adherence to corporate guidelines.
* Project managed local and national office openings, closures, reconfigurations, building collaborative teams with IT, Telecom, Real Estate and Finance for successful execution.
* Spearheaded change in mail room equipment from Pitney Bowes to Dymo system, resulting in a yearly savings of $12,000 plus.

**Project Coordinator, 1997 - 2005**

Supported Director of Facilities and Office Manager in coordination of access and parking cards, fire drill, projects, moves, travel, procurement, business continuity, events, invoices, expenses, architectural plans, warehouse, print projects, mail room and reception.

* Built cross-departmental fire drill teams, enabling seamless emergency evacuations.
* Created procedures and published emergency guidelines, ensuring employee safety.
* Established office supply reallocation program, reducing annual costs by 40%.
* Instrumental in set up and roll out of SharePoint conference room scheduling program, increasing timely scheduling and reducing scheduling conflicts.

**Executive Assistant, 1995 - 1997**

Reported to Director of Facilities supporting all department administrative needs including but not limited to facilities requests, vendor relationships, and project coordination.

* Developed Project Checklist and Work Order Form, increasing productivity by 30%.

**Administrative Assistant**, **1992 - 1995**

Reported to Account Services Department Head assisting multiple Account Executives with administrative needs and managed all departmental office requirements.

* Trained incoming department assistants and maintained assistant manual updating to reflect current policy and procedure for seamless on-boarding.

**Education**

Business Administration, Pierce College, Woodland Hills, CA (expected graduation 2014)

General Studies, San Diego State University, CA

**Technical Skills**

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| * Microsoft Office | * Concur | * SharePoint | * Photoshop |
| * Ariba | * WebEx | * Oracle | * Remedy |
| * ServiceNow | * SAP | * Solution Manager | * AMEX Travel |
| * Project Portfolio Management | * HPQC | * Visio | * AutoCAD |