

ADMINISTRATIVE ASSISTANT – RECEPTIONIST

Highly knowledgeable and consistently successful Office Administrator who delivers strong and sustainable gains in performance, productivity and profitability. Offer 25+ year career in effective budget analysis and control, staff training, and continual process improvement. Proven strengths in strategy development and implementation, AP and AR functions, inventory management, and executive assistance. Exceptional communicator, negotiator, organizer, and advisor. *Expertise includes:*

- ✓ Database Design
- ✓ Document Preparation
- ✓ Contract Negotiation
- ✓ Project Management
- ✓ Budget Management
- ✓ Performance Improvement
- ✓ Program/Policy Development
- ✓ Regulatory Reporting
- ✓ File/Records Management
- ✓ Data Entry/Analysis
- ✓ Telecommunications
- ✓ Vendor Relations

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, ST

Procurement Specialist (2006–2010)

Specifically selected by former supervisor/Section Chief to fill newly open position. Drafted and submitted bids for various IT procurements including black/white and color copiers, ruggedized laptops, and digital fingerprinting. Awarded and managed contracts assisted government departments in using state-established contracts, and verified all purchase requisitions were in compliance with state statutes and existing agreements. Reviewed monthly vendor reports to ensure optimal prices and quality products were being obtained.

- ♦ Successfully managed annual spend of \$2M for copiers, \$1M for digital fingerprinting, \$8M for desktop computers and laptops, and \$2.5M for ruggedized laptops
- ♦ Appointed to manage highly visible copier contracts resolving previous difficulties in communication between users and vendor

Volunteered to liaise between local/municipal government group and department to obtain emergency products and services after extensive flooding caused considerable inventory damage.

Telecommunications Manager (1994–2006)

Analyzed program need/costs and made recommendations for services and equipment for all agency divisions, Secretary's Office, Governor's Office, and Executive Residences. Ordered landline, voice mail, cellular, and Blackberry devices and services. Managed and paid monthly bills for 50 phone accounts. Coordinated upgrades, completed requested changes and worked directly with vendors. Assisted in set up of new offices, including participation in planning meetings and analysis of multi-level service requirements. Reported annually to each division to determine continued needs, requested necessary billing codes, placed orders for disconnections, and updated billing information.

- ♦ Created and implemented tracking systems in Excel to monitor billing, division responsibility, location, and historical data for 2K landlines, 200 cellular phones, and 200 Blackberry voice and data applications/services.
- ♦ Downloaded and organized usage detail information for all 200 cellular lines and distributed data to managers.

- ♦ Saved department \$750K+ by integrating technologies outside of key system telephones; \$200K+ through effective inventory management of landlines, cellular phones, and voicemail services; and \$200K+ annually through close tracking of personal usage of cellular phones and thorough review of customer service records.
- ♦ Integral player in establishment of 2 policies for assignment and use for cellular phones and Blackberry devices.
- ♦ Continually received "Exceeds Standards" ratings on performance reviews.

Telecommunications Manager & Risk Manager (1994–2003)

Promoted to Section Chief of Property and Communications Section position based on exceptional performance and proven administrative abilities. Challenged to turnaround disorganized, poorly managed office in Bureau of Management Services. Held dual role in Telecommunications and Risk Management, responding to incumbent's requests for phone service upgrades, processing incomplete risk claims, and filing risk incidents.

- ♦ Brought office to status of "current", eliminating backlog and effectively handling high volumes of incoming work.
- ♦ Analyzed, negotiated, and processed 250+ property and vehicle claims each year; ensured all claims were processed within 120-day time frames required by law.
- ♦ Developed Fleet Use Policy in collaboration with risk manager committee and other agency managers; trained Fleet Office staff on policy requirements, including proper documentation of all incidents reported.
- ♦ Created new database in Access to replace outdated, inefficient program; designed template letters in Word to enable quick, accurate claim response.

Additional positions held:

File Clerk, Receptionist, Financial Specialist, Word Processor, Word Processor Supervisor, Administrative Assistant

PROFESSIONAL DEVELOPMENT

Telecommunications Analysis Certification - University of Maryland
Accounting Principles Coursework - Frederick Area Technical College

TECHNICAL SKILLS

Microsoft Office Suite: Word, Excel, Access, Outlook

Sample Custom Resume by
iHire.com Certified Resume Writers
iHire.com/resumewritingservices.aspx