

SUMMARY

Administrative Assistant with ten years of experience in a variety of industries providing support to senior executives. Excellent time management skills with demonstrated ability to prioritize and handle multiple projects in face-paced environments. Customer service focus. Detail-oriented with success implementing solutions to create optimal efficiency. Work well independently and as a team member. Strong interpersonal and communication skills with the ability to collaborate with diverse individuals.

Technical Skills: Working knowledge of Microsoft Office applications: Word, Excel, PowerPoint, Outlook, SAP and SRM. Certified in Microsoft Computer Applications.

PROFESSIONAL EXPERIENCE

SIEMENS MEDICAL, Malvern, PA

2006-2008

Executive Administrative Assistant

Provided a variety of administrative support duties for two Vice Presidents, five Senior Directors and four Departments.

- Collaborated with Vice President to plan and execute all aspects of office expansion that went from 15 to 50 employee space. Project completed on schedule and within budget.
- Created first tracking sheet for travel arrangements that increased efficiency by providing immediate access to all trip details for four executives and ten managers.
- Created and organized Friday Briefing Breakfasts that enabled 50 employees to network and keep current on departmental operations in an informal setting.
- Increased efficiency and accountability by implementing first tracking sheet to record and document all equipment, supplies, and materials purchased. Solution enabled department to stay within budget.
- Asked to counsel employees on performance issues.
- Provided support to customers to ensure satisfaction.

SCOM FOR TRUE POSITION, Berwyn, PA

2006-2006

Project Management

Coordinated all project activities and plans to ensure availability of services and staffing to meet goals and objectives of the Technical Support team.

- Managed timely procurement of contract resources within budgetary requirements.
- Ensured timely delivery of tools and support materials.
- Contributed to best-in-class execution of objectives and customer satisfaction excellence through continual review and development of tools, support materials, and quality improvements.

WYETH PHARMACEUTICALS, Collegeville, PA

2005-2006

Women's Health – Worldwide Regulatory Affairs Pharmaceutical Operating Unit

Executive Administrative Assistant

Provided administrative support for four Vice Presidents and five Directors in various departments.

- Ensured all reports met deadline requirements for FDA approval.
- Completed special projects and handled highly confidential reports and documents for Vice Presidents.
- Created first travel sheet that increased efficiency by consolidating all travel arrangements.

MID-ATLANTIC FURNITURE SALES, Wayne, PA**2004-2005*****Executive Administrator Assistant***

Provided administrative support for owners and three sales agents.

- Communicated effectively with customers to guarantee accuracy of account information and order data.
- Maintained all equipment and office supplies to ensure smooth office operations.
- Prepared bank statements for deposits of checks and handled mail.

DELAWARE VALLEY FINANCIAL SERVICE, Berwyn, PA**1998-2003*****Premium Processor Underwriter***

Managed, oversaw, reviewed and controlled accurate and timely underwriting of annuity applications and additional premiums ensuring compliance with legal regulations and established procedures. Strong customer service skills

- Resolved service issues in a cooperative, proactive and timely manner by responding to inquiries from agents, contract owners, insurers and distributors.
- Developed and updated job descriptions and procedures through assisting supervisor resulting in increased clarity and accountability.
- Created idea for computer program that was adopted by the company. Program enabled all employees to see completed work which eliminated redundancy and saved significant time and money.
- Started as a mailroom clerk and worked up to front-end underwriter.

EDUCATION

Presently enrolled in Business Management courses to earn a B.A. degree.

LICENSES/CERTIFICATIONS

Certified Nursing Assistant (CNA) License
HIPAA Privacy & Security Certification