
Administrative/Office Support

Customer Relations | Recordkeeping & Reporting | Office Technology

An articulate, positive-minded office administration and customer service professional with a diverse background in business and education. Recognized by employers for excellent problem-solving skills, communication and organizational skills. Able to quickly learn and apply new information; work well both independently and as a team member. Dependable and flexible with a professional attitude and a strong work ethic. Fluent in French and Spanish.

Additional skills: Written & Verbal Communications | Office Correspondence | Event Planning | Data Entry | Inventory Management | Project Management | Process Improvement | Vendor Relations

Professional Experience

Energy Services Consultant, Pace Energy, Houston, TX July 2011 to Present

Recognized for providing superior service to consumers for this consumer energy service firm. Assist customers with eliminating energy expenses in an independent contractor role.

- Recruit consultants and maintain an active customer network in driving new business referrals.
- Valued as a staff "go to" person in resolving customer concerns and needs.

Research Technician, ATR Insights Research, Houston, TX May 2009 to June 2011

Served in a temporary, full-time position performing various support tasks for this provider of clinical research services for clients in the pharmaceutical industry. Duties included preparing research studies.

- Managed advertising and communications in recruiting patients for the company's studies.
- Coordinated the company's participation at a national conference; assisted with tasks that included designing the company's booth and securing vendor services.
- Designed and implemented a new documentation and filing system to improve efficiency.

Administrative Assistant, Central Kentucky University, Louisville, KY March 2007 to May 2009

Provided office support for the Assistant Provost in the Office of Enrollment Management. Tasks included preparing correspondence, scheduling meetings and coordinating travel.

- Served as a key team member in planning commencement ceremonies; tasks included managing the ordering of caps and gowns, meeting with vendors, and ordering food.
- Processed appeals from students seeking to obtain resident status.

Administrative Assistant, Bristol College, Knoxville, TN June 2004 to January 2007

Performed a range of tasks in supporting day-to-day activities in the Office of Academic Affairs. Duties included data entry, record keeping, inventory management and purchasing.

- Played an instrumental role in implementing a new database system, which resulted in improved inter-departmental communication and greater efficiency and productivity.
- Reviewed grants for conformance to submission criteria.

Program Assistant, Kenwick College, Clarksville, TN May 2002 to April 2004

Assisted with office support tasks in the Academic Advising Center. Duties included helping students with course selections and distributing faculty and student announcements.

Education

B.A., Communication Studies, Kenwick College, Clarksville, TN

Computer Skills

Microsoft Office (Excel, Outlook, PowerPoint and Word), Dreamweaver and HTML.