Administrative Assistant Resume Sample www.timesresumes.com

Name & Personal Details of clients are not included for Anonymity

Accurate, thorough, and persistent individual, with over 9 years experience, seeking a **Senior Administrative Assistant** position. **Pursuing** a challenging career, and apply exceptional communication, secretarial, and problem solving skills to bring a positive change in the existing office procedures.

CAPABILITIES

- * Thorough knowledge of written English; grammar, spelling, vocabulary and punctuation.
- **Effective** communication skills, excellent English, especially written, combined with interpersonal strengths and a high degree of professional integrity.
- Highly skilled in greeting customers and answering phone calls.
- **Proven ability** to handle multiple, competing priorities in an effective manner.
- ❖ Adeptly handled administrative matters including screening calls, managing calendars, planning meetings, making travel arrangements, composing documents and organizing offices for efficiency.
- ❖ Coordinate with various departments, ensuring that requests are carried out and activities are coordinated in a timely and prompt manner.
- ❖ Interact professionally with all levels of staff and maintain the highest level of confidentiality; known for tact and diplomacy in handling sensitive issues.
- ❖ Adapted to diverse work styles and consistently provided friendly, personable service.
- **Effectively** gather, **analyze**, **compile** and **synthesize** data into written reports.
- Ensure client satisfaction and customer retention through Client Relationship Management and by implementing client specific procedures, methodologies and standards.
- **Technical Expertise:** Office Equipment: Fax machines, photocopiers, videoconferencing, PABX systems, and general office equipment.
- * Computer Skills include: Microsoft Office (Word, Excel, PowerPoint), Internet browsing, email. Spreadsheet, word processing, database management, typing speed 60 WPM.

EDUCATION

- **❖ International Business Management** (Major − International Trade Finance) 1995
- **❖ Post Graduate Certificate Applied Economics** (Major − Macro Economics) 2005
- **❖ Bachelor of Commerce** (Major Accounting and Economics) 2004

PROFESSIONAL WORK EXPERIENCE

XXXXX Event Management Company, Senior Administrative Assistant /HR April 09 to present

- * Assist the Events Manager to plan and organize events.
- Process invoice requisitions and follow up on payments after the events.
- * Assist with sourcing and booking venues.
- * Maintain the events databases: delegate registrations; event registrations; produce reports.
- Assist with registration at events.

- * Recruit staff through job descriptions and job adverts; decide upon the best possible advertisements.
- ❖ Advise management on pay and other issues, including promotions and benefits; administer payroll and maintain staff records.

Key Accomplishments

- ❖ Achieved 30% discount on advertisements by ordering in bulk twice a year.
- Achieved 100% payments against pending dues.

XXXXX Carpets Canada, Administrative assistant

April 07 to Mar 09

- Assisted the Store Manager and staff in the day to day functions while promoting high standards of corporate and commercial values through correspondence, telephone and personal contact. Updated, processed and filed all documents.
- Independently gathered, compiled and coordinated information from multiple sources, assisted in preparing reports, presentations and other documentary requirements, planned and organized meetings.
- ❖ Monitored inventory, office stock and ordered supplies whenever necessary.
- * Responsible for purchase orders.
- * Raised purchase orders and tracked invoices.
- * Respond and communicate with departments for Admin Support.

Key Accomplishments

- Reorganized administrative procedures, shortening process time by 30%.
- Designed and implemented customer care strategy that increased sales by 25%.

XXXXX International India, Counsellor/Administrative assistant

April 05 to Aug 06

- Built and maintained strong professional relationships through counseling clients. Provided up-to-date information about new promotional programs.
- Exceeded clients' expectations through efficient, quick and accurate solutions to their problems or queries.
- Developed and conducted seminars for various universities based in Australia and United Kingdom.
- Coordinated promotional events.

Key Accomplishments

- Trained and coordinated activities of internees, whose efforts resulted a Rs 511,000 rise in revenue.
- ❖ Achieved Employee of the Month Award May 2007.

XXXXX Education Centre India, Counsellor/English Faculty

Aug 04 to Mar 05

- * Educated and prepared students for entrance exams including: IELTS, TOEFL, GMAT.
- Conducted 6 English classes, with a capacity of thirty students each

PERSONAL DETAILS

Date of Birth: 28//08/1984 Nationality: Indian Passport: Valid Indian Passport Religion: xxxxxx