

Experienced Administration Professional

Administrative specialist with extensive sales and business development experience. Cross training in multiple functions, including business development, telemarketing and accounting. Consummate team player with leadership instincts sharpened by nine years' service in the US Navy. Capable of develops new and improved systems to increase company efficiency and individual productivity. Provides key focus on reducing waste while increasing customer satisfaction and service. Excellent organizer and communicator, with demonstrated success in completing difficult projects.

Summary of Key Skills

- Confident Leadership
- Document Management
- Answering Telephones
- Accounts Payable
- Microsoft Windows/Microsoft Office
- Cost Containment
- Written and Verbal Communication
- Project Management
- Outstanding Customer Service
- Process Improvements

Professional Experience

County of Ventura, Ventura, CA

2010-Present

Management Assist III, Advisory Board Secretary

Provide executive-level administrative support to the Mental Health Advisory Board and the Alcohol and Drug Advisory Board, effectively linking all departments and boards to ensure proper communications and collaboration. Coordinate projects and events to meet demanding deadlines. Provide excellent customer service by effectively answering phones and emails while also handling walk in requests. Ensure effective meetings via planning, coordination and creation of agendas, documentation, handouts and PowerPoint presentations for onsite and offsite meetings. Create, organize and maintain a variety of critical documents including patient documentation, treatment notes, and employee records.

Otis Elevator Company, Pasadena, CA

2005-2009

Inside Sales, Accounts Receivable

Provided hands-on assistance to Sales Manager of company's largest West Coast office, tasked with implementing and overseeing business development strategies. Successfully expanded customer base through business development initiatives, cold calling programs and disciplined telemarketing systems. Provided exceptional customer service through correspondence and the handling of telephone calls. Organized, stored and retrieved vital documentation, including installation and operating certificates, inspection reports, warranty contracts and customer documents. Invoiced and performed A/P duties for approximately \$500,000 worth of invoices per month.

San Diego County Water Authority, San Diego, CA**1997-2003**Administrative Assistant, Office Administrator

Accurately and efficiently performed administrative duties for Deputy General Manager and Assistant General Manager. Tasks included managing correspondence, coordinating schedules, proofreading and editing, screening telephone calls, maintaining files, and tracking budgetary items such as expenses. Utilized excellent problem resolution skills to resolve administrative problems. As office administrator, managed a staff of twelve tasked with preparing contracts, agreements and amendments. Recorded meeting minutes and developed standardized forms for department personnel.

United States Navy**1988-1997**Yeoman

Supervised a staff of six sailors in support of 800 military personnel. Specialized in career counseling, performing daily functions of Command Career Counselor, including interviewing personnel, reviewing career development options, and generally assisting sailors get the most out of their service. Awarded two Navy Achievement Medals for outstanding performance.

Education & Training

Master of Business Administration, Walden University	2009
Bachelor of Arts, Business Administration, University of Phoenix	2003
Basic Training, United States Navy	1988