



Resume Example ~ Administrative Assistant

Employment For Seniors, Inc.
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Silvia R. Gleason

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SELECTED ACCOMPLISHMENTS

- Successfully performed all duties as administrative support to executive management in a complex, fast-paced environment.
- Made all arrangements including travel, lodging, scheduled conference facilities, and arranged meals for quarterly executive staff meetings.
- Utilized Microsoft Word, Excel, and PowerPoint, prepared all invitations, handouts, and presentations for executive meetings.
- Managed all office responsibilities during transition to new company facility, including communication and document delivery to multiple contractors and service providers.
- Researched and recommended new telephone system to facilitate communication among departments both on and off-site.
- Led a cross-functional team that provided management with recommendation for implementing workflow efficiencies.

AREAS OF EXPERTISE

- Proven record of proactively identifying problems and recommending resolutions for a positive outcome.
- Proficient in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook.
- Advanced written skills with experience preparing contractor bids, executive letters, and training manuals.
- Strong multi-tasking, analytical and time management skills.
- Good decision-making ability, interpersonal skills and judgment
- High level of discretion and confidentiality in all situations.
- Ability to be on call and/or work overtime as needed to perform all job functions.
- Built and maintained contact lists and various data bases.
- Maintained all records, reports, and files for the executive.
- Adapted quickly to changes in responsibilities and schedules.
- Effective communicator responding to customer inquiries and complaints with a high level of professionalism and responsiveness.
- Utilized technology to maximize effective performance.
- Balanced multiple assignments and maintained priorities in a fast paced, constantly changing environment.

SUMMARY OF EXPERIENCE

<u>Morgan Shilling Inc.</u> , Colorado Springs, CO <i>Executive Administrative Assistant</i>	2010-2013
<u>Brook Services, Inc.</u> , Boulder, CO <i>Executive Administrative Assistant</i>	2004-2010
<u>Phillips Travel Agency</u> , Boulder, CO <i>Administrative Assistant</i>	2001-2004

Education & Memberships Certifications

***Associate in Applied Science,
Executive Administrative Assistant Program***
Glover College-Colorado Springs, CO

Current Member

International Association of Administrative Professionals (IAAP)