

NAME HERE

ADDRESS

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QUALIFICATIONS SUMMARY

Over twenty-five years' administrative experience at the executive level, with over ten years' experience designing and maintaining web pages and databases. Familiar with principles and practices of accounting and bookkeeping as well as training and project management. Developed several web sites as well as databases to help streamline processes. Proven track record for learning new software applications quickly and independently.

EXPERIENCE HIGHLIGHTS

Technical Experience

Advanced knowledge on the following applications:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Publisher)
- Adobe (Illustrator, Photoshop)
- Macromedia (Flash, DreamWeaver, Fireworks)
- Database Management (FileMaker Pro, Access)
- HTML (hand code and WSIWYG), JavaScript, UNIX

Training Experience

- Trained users in the capacity as local contact for both software and hardware troubleshooting on both Mac and PC computers for over 10 years.
- Coordinated department and institutional training programs as well as human resources recruitment efforts.
- Trained several high level managers on utilization of database via PowerPoint presentations. Responsible for entire project from its inception to end product. Received Lawrence Livermore National Laboratory (LLNL) Director's Office Directorate Award for excellence.

Project Management

- Created interactive databases that enabled users to enter information directly from the Internet, reducing registration and application procedures by 75%.
- Planned several scientific conferences which entailed coordinating all aspects including venue logistics, research paper submission, creating conference program and registration procedures.
- Responsible for managing 300 accounts for national trade organization which included coordinating the trading of goods and services for members and providing quality customer care both in person and on the telephone. These tasks required prioritization, multi-tasking, and organization.
- Interacted with real estate clients of a very fast-paced sales office on a daily basis which required the ability to think quickly and successfully handle difficult clients/situations.

Design & Development Experience

- Developed and maintained multi-relational database the enabled staff to be tracked throughout their career at LLNL.
- Designed technical college website in conjunction with launching its cyber campus.
- Developed and maintained websites for local church, real estate team, and trade organization.

Administration Experience

- Interfaced with high level personnel in making decisions and problem-solving.
- Ensured confidentiality of all information, both written and verbal at high level security research facilities.
- Composed sensitive correspondence and reports utilizing PC-based word processing and spreadsheet applications according to department needs.
- Managed administrative file server which involved creating new user accounts and maintaining file permissions.
- First-line contact for employee relations issues on day-to-day basis.

AWARDS RECEIVED

- LLNL Director's Office Directorate Award for web page/database creation and design.
- LLNL Physics Directorate Award for overseeing Computer Security Compliance project which brought Directorate compliance to 97%.
- "Scout Report for Science & Engineering" award for scientific web pages design.

EMPLOYMENT HISTORY

- **MANAGEMENT ASSISTANT** – Human Resources, Southwest Gas, Phoenix, AZ 2007-Present
- **FIELD SUPPORT ASSISTANT** – Corporate Accounts/Institutional Division, Ecolab, Inc., Scottsdale, AZ 2006
- **ADMINISTRATIVE ASSISTANT IV** – Procurement Department, Lawrence Livermore National Laboratory, Livermore, CA 2004–2006
- **OFFICE MANAGER** – Hanson Real Estate, Discovery Bay, CA 2004
- **OFFICE MANAGER** – Pathways Church, Brentwood, CA 2003–2004
- **ADMINISTRATIVE ASSISTANT IV** – Physics Department, LLNL, Livermore, CA 2002–2003
- **ACCOUNT MANAGER** – BarterNet, Brentwood, CA 2001–2002
- **WEB ADMINISTRATOR** (work at home) – Silicon Valley College, Fremont, CA 2001
- **ADMINISTRATIVE ASSISTANT III** – University Relations Department, LLNL, Livermore, CA 1996-2000

EDUCATION

- San Francisco State University, BA Liberal Arts, San Francisco, CA 1988