

Claire G.

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Administrative/Office Support

Customer Relations | Recordkeeping & Reporting | Process Implementation

An articulate, positive-minded office administration and customer service professional with a diverse background in business and education. Recognized by employers for excellent communication, organizational and problem-solving 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.

Skills: Customer Relations • Record Keeping & Reporting • Written & Verbal Communications
Office Correspondence • Data Entry • Inventory Management • Project Management • Process Improvement • Vendor Relations • Event Planning • Team Collaboration

Professional Experience

Energy Services Consultant, Employer ABC, City, State July 2011–Present
Assist consumers in an independent contractor role with eliminating energy expenses. Recruit consultants and maintain an active customer network in driving new business referrals.

Research Technician, Employer DEF, City, State May 2009–June 2011
Performed various support tasks in a temporary, full-time position 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 filing system to improve efficiency and productivity.

Administrative Assistant, Employer GHI, City, State March 2007–May 2009
Provided office support for the Assistant Provost in the Office of Enrollment Management; duties included preparing correspondence, scheduling meetings and coordinating travel.

- Processed appeals from students seeking to obtain resident status.
- Assisted with planning commencement ceremonies; tasks included managing the ordering of caps and gowns, meeting with vendors, and ordering food.

Administrative Assistant, Employer JKL, City, State June 2004–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, Employer MNO, City, State May 2002–April 2004
Provided office support in the Academic Advising Center; duties included assisting students with course selections and distributing faculty and student announcements.

Education

B.A., Communication Studies, State University, City, State

Computer Skills

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