**Jane Smith**

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# Career Objective

Administrative Assistant with 6+ years of experience working directly for the President of 3M Inc., a Fortune 500 company. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

# Core Competencies

* Customer Service
* Cost Efficient
* Detailed and Organized
* Supplier Relationship

# Professional Experience

## 3M Inc., New York, NY

## *Administrative Assistant, Apr 2006 – present*

* Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
* Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
* Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives.
* Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
* Direct or coordinate the supportive services department of a business, agency, or organization.
* Prepare and review operational reports and schedules to ensure accuracy and efficiency.
* Set goals and deadlines for the department.
* Acquire, distribute and store supplies.
* Monitor the facility to ensure that it remains safe, secure, and well maintained.
* Hire and terminate clerical and administrative personnel.
* Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
* Manage leasing of facility space.
* Participate in architectural and engineering planning and design, including space and installation management.
* Dispose of, or oversee the disposal of, surplus or unclaimed property.
* Analyze internal processes and recommend and implement procedural or policy changes to improve operations.
* Ensure that all deadlines are met.

## Florida Department of Social Services, Orlando, FL

## *Rehabilitation Counselor, Aug 2004 – May 2006*

* Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.
* Prepare and maintain records and case files, including documentation such as clients' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.
* Develop and maintain relationships with community referral sources, such as schools and community groups.
* Analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.
* Counsel clients or patients, individually or in-group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.
* Conduct chemical dependency program orientation sessions.
* Participate in case conferences or staff meetings.
* Coordinate counseling efforts with mental health professionals or other health professionals, such as doctors, nurses, or social workers.
* Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans.
* Interview clients, review records, and confer with other professionals to evaluate individuals' mental and physical condition and to determine their suitability for participation in a specific program.
* Direct case service allocations, authorizing expenditures and payments.
* Collaborate with community agencies to establish facilities and programs for persons with disabilities.
* Collaborate with clients' families to implement rehabilitation plans such as behavioral, residential, social, and employment goals.
* Participate in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements.
* Develop diagnostic procedures to determine clients' needs.
* Confer with physicians, psychologists, occupational therapists, and other professionals to develop and implement client rehabilitation programs.
* Arrange for on-site job coaching or assistive devices, such as specially equipped wheelchairs, to help clients adapt to work or school environments.
* Locate barriers to client employment, such as inaccessible work sites, inflexible schedules, and transportation problems, and work with clients to develop strategies for overcoming these barriers.

## H&M, New York, NY

## *Retail Salesperson, Apr 1997 – Jun 2001*

* Resolve customer complaints regarding sales and service.
* Oversee regional and local sales managers and their staffs.
* Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Determine price schedules and discount rates.
* Review operational records and reports to project sales and determine profitability.
* Monitor customer preferences to determine focus of sales efforts.
* Prepare budgets and approve budget expenditures.
* Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
* Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
* Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
* Direct foreign sales and service outlets of an organization.
* Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.
* Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
* Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
* Represent company at trade association meetings to promote products.
* Greet customers and ascertain what each customer wants or needs.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Answer questions regarding the store and its merchandise.

# Education

**FLORIDA STATE UNIVERSITY, Orlando, FL**

## *Bachelor of Art in English, May 2004*

* GPA: 3.3/4.0
* Published in school’s newspaper editorial
* Summer Internship for the New York Times

**NEW YORK STATE UNIVERSITY, Orlando, FL**

## *Bachelor of Science in Economics, Oct1997*

* Summa Cum Laude
* Dean’s List
* GPA 4.0/4.0

# Additional Skills

* Proficient in Microsoft Office and Adobe Illustrator CS5
* Bilingual Spanish and English
* Certified CPR and First Aid

# Awards and honors

* Employee of the Month for 3 consecutive months in H&M
* Won the “Writer’s Digest” 2002 Award
* Awarded an employee travel award due to “Performance Excellence” 2 years in a row through 3M Inc.