

# NAME

Address

City, Province

Postal Code

**613-999-9999 h.**

**613-888-8888 c.**

## HIGHLIGHTS OF QUALIFICATIONS

Administration

Reception

Bookkeeping

Budgeting

Highly Organized

Exceptional Communicator

Time Management

Analytical Problem Solver

Detail Oriented

Interpersonal Skills

Customer Service

## COMPUTER SKILLS AND EXPERIENCE

Word Processing

Data Entry

Database Management

Microsoft Office

Windows XP Professional

Advanced Keyboarding

Electronic Filing Systems

## AREAS OF EXPERTISE

### *Administrative*

- Noted for excellent telephone manner
- Experience directing customer inquiries, answering questions and troubleshooting any problems or complaints
- Researched and prepared professional reports, correspondence, presentations, manuals and charts
- Created and maintained strict file management system
- Understanding of office procedures, including supply management
- Organized meetings and off-site events
- Acted as a resource to colleagues

### *Financial*

- Maintained departmental budgets
- Completed and processed expense reports
- Monitored, reviewed and maintained accounts and records
- Performed basic bookkeeping tasks, including budget maintenance, invoices and bank deposits
- Prepared payroll
- Maintained confidential human resources records
- Prepared purchase requisitions and purchase orders

## EMPLOYMENT HISTORY

Stream Global Services, Belleville, Ontario 2000 – 2008

- Administrative Support
- Quality / Learning Development Team Supervisor
- Learning and Development Manager (Interim)
- Quality Manager (Interim)
- Quality Specialist

Nortel Networks, Belleville, Ontario 1980 – 2000

- Administrative Support – Quality and Marketing Departments
- Quality Engineering – ISO Documentation Prime
- Mail Clerk

## EDUCATION

Loyalist College, Belleville, Ontario Present

Business Administration Diploma (Materials Management)

- Currently enrolled in first year of three year program