

SHARON SECRETARY

206 Project Road • Boston, Massachusetts 02100

617/ 000-0000

SUMMARY:

- More than 10 years progressive office management and executive secretarial experience within demanding environments including sales, manufacturing, hotel, retail, and high technology.
- Proven ability to assess organizational need and implement effective administrative procedures.
- Bilingual; experienced communicating with varied cultures and all levels within an organization.
- Proficient at working independently, handling simultaneous projects, and meeting deadlines.
- Strong management, problem-solving, and supervisory skills.

ACCOMPLISHMENTS:

- *Established and administered New England sales branch of national software company.* Researched and selected phone, courier, and postal services; office equipment; office supplies. Negotiated with vendors for substantial discounts and free delivery to regional offices. Developed and implemented administrative procedures to ensure smooth office management.
- *Organized and attended national trade shows, sales functions, and executive briefings.* Coordinated all aspects of registration, booth set-up, security, transportation, hotel accommodations, customer relations, and sales support. Provided on-site troubleshooting as needed. Monitored customer concerns for use in future planning.
- *Provided administrative support and input for company CEO and COO.* Recommended organizational changes which facilitated effective staff utilization, efficient reporting of sales information to top executives, and significant improvement in company morale. Recruited, trained, and supervised support staff.
- *Performed executive secretarial functions for company CEO, COO, and VP of Sales.* Scheduled and prepared paperwork for Board of Directors meetings. Maintained appointment calendars, reviewed and prepared correspondence, and coordinated travel arrangements. Assisted in preparing and maintaining contracts and proposals, prequalifying sales leads, and recruiting personnel. Maintained superior secretarial skills including computer use for business purposes.
- *Performed credit and collections functions via telephone and personal interview for large retailer.*
- *Functioned as Spanish/English interpreter for hotel tours.*

EMPLOYMENT:

Executive Assistant	UJY Inc.	Boston, MA	1985 to present
Office Manager	FTR Corporation	Boston, MA	1983 to 1985
Executive Secretary	LIU Corporation	Boston, MA	1981 to 1983
Executive Secretary	VFG Corporation	Boston, MA	1979 to 1981
Secretary to Credit Manager -and - Interpreter	PKJ Hotel	Puerto Rico	1977 to 1979
Credit Administrator	DER Company	Puerto Rico	1974 to 1977

EDUCATION:

Executive Secretarial Studies	BGH College	Boston, MA	1975 to 1976
Bachelor of Arts	SDE University	Boston, MA	1973

AFFILIATIONS:

National Association for Female Executives
Professional Secretaries International
Past Member of Toastmasters