

Administrative assistant with proven experience managing administrative offices/processes for executive and department offices. Demonstrated record as trusted advisor and assistant to executives in sales, accounting and legal.

- Highly organized and energetic with strong teamwork, interpersonal communication and attention to detail skills.
- Able to work independently and complete projects and assignments on time.
- Proactive and strong work ethic.

Areas of Expertise

- Travel/Calendar Management
- Office Management
- Microsoft Office/Advanced Proficiency
- Customer Focus
- Contract Support

Leukemia and Lymphoma Society, Conshohocken, Pa.

Volunteer/Administrative Support, 2010 -

Provide volunteer administrative services to Chapter Office in all facets of administrative support from Excel spreadsheets to office organization.

Allstate Workplace Division, Plymouth Meeting, PA

Administrative Assistant – Sales, Regional Office, 2005-2008

Provided administrative support to Regional Director, Regional Sales Managers and Marketing Coordinator.

- *General Administrative*: Supported Regional Team in scheduling of intricate calendars. Managed travel arrangements and prepared monthly Travel and Entertainment expenses. Word processed correspondence, proposals and presentations. Received high commendations for follow-through and detail.
- *Contracts*: Processed contracts for Sales Managers and reviewed for accuracy and compliance. Achieved a record 375 contract appointments with almost no error rate, in last year. Maintained a master file for all contracts and distributed to account executives, clients and Home Office.
- *Sales/Marketing Services Support*: Provided support to sales and marketing development activities that included managing large CRM/data base of customer account information, executing client mailings, maintaining product brochures, and preparing sales proposals and presentations. Prepared various reports for Regional Director and Regional Marketing Coordinator.

Allstate Insurance Co., Malvern, PA

Administrative Assistant – Division HQ Office, 2001-2004

Provided administrative support to Division Controller, Finance Manager, Administrative Manager and Legal Counsel.

- *Administrative Support*: Provided phone support, meeting scheduling, travel arrangements, correspondence, high quality reports & presentations, and a variety of other administrative duties.
- *Responsiveness*: Consistently recognized for effective interpersonal communications with outside vendors and visitors, making the work environment more responsive and attentive to external inquiries.
- *Customer Invoices*: Prepared and reviewed customer invoices for accuracy. Checked coding.
- *Discretion*: Exercised judgment and maintained confidentiality on all information and assignments.
- *Finance Administrative*: Prepared and maintained financial spreadsheets. Maintained Excel worksheets and PowerPoint presentations and assisted in the preparation and distribution of financial reports.

GE Financial Assurance/Colonial Penn, Fort Washington, PA

Administrative Assistant - Claims Specialist, 1995-2000

Supported claims adjusters with administrative services. Processed Personal Injury Protection (PIP) bills, and denials.

- *Customer Service*: Backed up customer service. Recognized for high quality service and responsiveness to the insured.

EDUCATION

Delaware County Community College, Media, PA

Took various coursework in General Business, Accounting, Word Processing, and Microcomputer Applications