



Exceptional Office Administrator

Award winning and results-oriented Office Administrator with diversified experience in organizational support, office and project management, customer support and service to internal and external customers. Background includes: billing and collections, clearing aged items, workflow efficiency analysis, human resources functions and personnel supervision. Proficient in Microsoft NT and MS Office. Billings and Collections Certified.

Areas of Excellence

- System Administration
- Calendar Administration
- Database Administration
- Travel/Logistics
- Executive Correspondence
- Event Planning/Organization
- Executive Liaison
- Project Management
- Expense Administration/AP

Professional Experience

Executive Administrator, 2002-2004 | BERLIN NORTH AMERICA, Baltimore, Maryland, 1999-2004

Prepared written correspondence, presentations and documents, established and maintained databases, served as company liaison, provided administrative support and services and directed and planned staff activities.

- Reduced collections from 15% to .8%.
- Saved the company 19% in office supplies annually by renegotiating vendor contracts.

Office Administrator, 1999-2002

Teamed with several groups in the organization and an outside consulting firm in the effort to create a seamless integration and to streamline workflow processes after a merger to a new platform; combining projects and systems and reducing tasks.

- Developed a presentation for data management outlining system requirements; detailing considerations of combining systems together.

Manager | NEWARK INSURANCE GROUP, Newark, Delaware, 1995-1999

Provided professional development to a team of supervisors; responsible for 17 direct reports. Performed progress, quarterly and annual reviews.

- Developed and delivered comprehensive sales training sessions and boosted overall sales by 22%.

Supervisor | BALTIMORE CASUALTY COMPANY, Baltimore, Maryland, 1992-1995

Supervised eight direct reports in the reduction of premium collections. Provided information/resources and support to independent agents regarding policy issues.

- Received the National Insurance Sales Award in 1992.
- Exceeded the organization's goal of researching, clearing, tracking and reporting aged items in a three month time period by collaborating with a specialized team of collections specialists, independent agents and individual departments.

Education

BA, Organizational Management | ASHFORD UNIVERSITY