

NAME 93

Address
Cell, Home, Business Phone
Email

OBJECTIVE

Administrative Assistant

SUMMARY

Administrative professional with organizational, communication and technical skills. Recognized as effective problem solver with ability to multi-task and achieve organizational and team goals. Performed a broad range of administrative responsibilities including organization and processing of records, coordinating of training activities, and provision of customer service.

PROFESSIONAL EXPERIENCE

UNITED STATES NAVY – NAVAL MEDICAL CENTER – City, State

Year - Year

Administrative/ Clerical

- Managed new hires providing orientation, procedure manual, and facilitating integration into the work team which contributed to high employee morale and operational effectiveness.
- Transported military family members supporting positive relationships and reducing stress related to needs of the family's patient.
- Made hospital intercom announcements professionally and monitored distribution of elevator/ office keys ensuring accurate records.
- Answered main phone line for hospital directing calls to appropriate parties in professional manner.
- Performed general office duties efficiently and effectively contributing to overall operational excellence.
- Served on the primary customer service desk for hospital ensuring positive relationships with all visitors, patients and guests.
- Managed patient records and admissions ensuring confidentiality, completeness and accuracy.
- Created and mailed hospital birth certificates on a timely basis.
- Created, organized, managed training records for staff throughout hospital facilitating availability of accurate information on staff qualifications for assignments.
- Served as training counselor and records keeper for cooks at President's hospital; maintained records of required certifications including first aid and food handling.
- Assisted Naval lawyers with writing and executing wills, power of attorneys, privacy act statements and other related documents.
- Managed record keeping and shredding of discarded documents ensuring confidentiality.
- Arranged appointments for key staff facilitating communication of arrangements efficiently to all parties satisfaction.

- Assisted Naval lawyers and US Surgeon General in document preparation and court proceedings ensuring accuracy and completeness.

VOLUNTEER EXPERIENCE

Volunteered many hours weekly to Marine Corps Office within hospital assisting with paperwork, family contact, and support needed for incoming injured Marines during Operation Iraqi Freedom, such as:

Organization of volunteer support staff and donations from all over the country.

Toys for Tots through the Marine Corps.

Fisher House which houses families of the injured.

Free tax form assistance to active duty military members.

TECHNICAL SKILLS

Microsoft Office
Office Equipment

EDUCATION

Small Business Management – Ashworth University -- Norcross, Georgia – Present (45 credits)

Landmark Forum, Advanced Course, Integrity Seminar – Landmark Education Corp.-- Houston, Texas
7 Credit hours - Year

BPAS-W (Basic Public Affairs Speaking - Writing) – Defense Information School -- Fort Meade, Maryland
7 Credit hours – Year

Navy Basic Training – Great Lakes, Illinois – Year – 17 Credit hours