

ADMINISTRATIVE ASSISTANT

PROFILE

- Energetic with 10+ years providing professional administrative support.
- Effective customer service, communication, problem resolution, and time management.
- Recognized as the “go to” person for resolving issues; provides guidance and training.
- Self-motivated, organized, detailed, and multi-task oriented with strong follow through.
- Learns quickly and works well independently in a fast-paced and hectic environment.

EXPERIENCE

2016-Present Elk Grove Unified School District

Para-educator Substitute/Yard Supervisor

Assists teachers in the instructional process, reinforces instruction with emphasis on individual learning preferences. Implements lesson plans, provides routine support, ensures safety, and maintains organization of supplies. Provides direct assistance to the teacher in daily management.

2006-2016 **Household Manager**

Provided a wide range of administrative tasks in the management of a busy household. Scheduled appointments, coordinated transportation, and managed logistics. Planned and executed activities. Directly handled purchasing, inventory management, and distribution. Bookkeeping, budgeting, and vendor management.

2004-2006 Apple One Employment Agency – Beazer Homes, Countrywide

Administrative Assistant (Contractor)

Provided a wide range of administrative support to multiple companies. Answered phones, scheduled appointments, reviewed mail and distributed, reviewed documents and ensured checklists were completed. Initiated calls to request new information. Assisted with the daily management of office operations.

2001-2004 Chase Home Finance/JP Morgan

Compliance Administrator

Quickly and professionally responded to customer inquiries, concerns, and complaints. Resolved issues, generated reports, and coordinated shipping. Coordinated deliverables and report deadlines. Audited loans to ensure compliance. Trained new and existing employees, as well as oversaw temporary staff.

Assisted with drawing of docs and funding process overload. Managed monthly corrections, quality, and validity reports. Conducted some mediation between loan officer and customer. Ensured brokerage licenses remained current. Managed purge file schedule. Removed cancelled loans from system.

- Quickly promoted to divisional employee from contract position through Ultimate Staffing.