

1. Reverse Chronological – Senior Administrator

Name
City, Prov. | Phone | Email

Profile

An organized and motivated Senior Administrator who achieve high standards of excellence by paying close attention to detail. Solid computer skills with experience in spreadsheets and drafting correspondence. Readily solves problems and undertakes challenges with enthusiasm. Proven ability to stay calm under pressure and meet deadlines. A positive self-starter who works well with people, communicates clearly and listens carefully.

Professional Experience

ABC Company

2000 – 2018

Senior Administrator

2003 – 2018

- Handled demands of a fast-paced office environment by prioritizing multiple projects and last minute emergencies to consistently meet deadlines.
- Liaised with senior commercial managers to gather statistical information and generate weekly reports for management team. Compiled strategic business data required for corporate initiatives.
- Involved in setting up new premises for department within a four-week period, including relocating fixtures and ordering and purchasing PCS, photocopier, fax and supplies. Arranged for technical assistance with office equipment and phones as well as for service contracts and mail delivery. Met relocation timelines with minimal disruption to business.
- Produced large volumes of correspondence and organized and maintained an up-to-date, easily accessible filing system.
- Organized regular meetings for management team, prepared agendas and assembled all supporting documentation from various departments which increased effectiveness of the meetings.
- Planned two large retirement gatherings with guest lists of over 200 people each. Prepared RSVP invitations, made catering arrangements, arranged presentation of gifts and processed speeches. Collected contributions, set up and managed budget to cover all expenses and paid suppliers promptly.
- Coordinated several staff celebrations for division. These events contributed to a more personalized workplace and boosted staff morale.
- Built excellent client relations by using a professional, courteous approach, followed-up as needed and ensured that any concerns or inquiries were promptly directed to right person.

Administrative Assistant, Human Resources Division 2000 - 2003

- Regularly substituted for Executive Assistant to Vice-Chairman and Senior Vice-President. One assignment was extended for a further six-month period while Vice-Chairman's Assistant was on leave.
- Processed correspondence for a team of two Vice-Presidents and four Managers. Managed appointments, took messages and provided additional support as needed in a confidential and professional manner.
- Communicated effectively throughout company via written materials such as reports and email, phone and in person. Maintained accurate stock re-ordering which promoted efficient office operations.

Prior to 2000, held position of Administrative Assistant with Company XYZ.

Education & Professional Development

Business Diploma

George Brown College

Microsoft Certified

PBSC Computer Training Centre

2. Reverse Chronological – Payroll Administrator

Name, CPA
City, Prov. | Phone | Email | LinkedIn

Profile

A results-oriented Payroll Specialist with over 16 years' varied experience in manufacturing and residential services industries. Strong project orientation with particular strengths in computerized payroll systems and database management. Demonstrates excellent analytical and organizational skills. Sound interpersonal skills combined with a common sense approach. Works well independently and as a committed team player.

Technical Skills

- SAP
- Payworks
- Word
- Excel

Professional Experience

ABC Company

2010 – 2018

Payroll and Benefits Administrator
Payroll and Benefits Clerk

2012 – 2018
2010 – 2012

- Implemented a new pilot payroll software system run in-house on SAP. As part of a three member team including Information Systems and a software programmer, customized program to company's specific needs. Monitored payroll system through four parallel runs, making adjustments and trouble-shooting where necessary.
- Wrote payroll procedures for payroll processing system used to train payroll staff. Recommended system enhancements, improving system to run smoothly and efficiently.
- Developed two computerized cheque requisition forms, which reduced existing three-part form to one part. This process eliminated printing costs, did away with manual preparation of forms and produced clearer, more efficient forms, saving data entry keying time.
- Monitored corporate cash flow and advised management promptly of any impending shortfalls or excesses. Liaised with investment brokers to secure necessary funding and handled computer transfers to move funds into bank accounts.
- Automated group insurance billing to maintain confidential personnel records on system and track benefit coverage. This facilitated prompt updates and revisions, and ensured more accurate calculations for monthly billings resulting in increased integrity for annual contract negotiations and renewals.

- Handled increasing responsibilities and challenges due to significant downsizing in department. Scheduled and organized work flow to maintain high quality performance standards. Prioritized tasks and put forth extra effort to meet deadlines.
- Surveyed, researched and investigated four payroll services companies. Selected service that best fit company needs. Set up, entered and verified personal, payroll and benefits data for 105 employees.
- Identified need for a computerized system to handle pension valuation audit to replace outdated manual system currently in use for 300 pension members. Designed a detailed spreadsheet on Excel with formulas built in with ability to be updated annually. This facilitated a quick and accurate turnaround for pension calculations as well as meeting deadline for pension valuation updates.

DEF Inc.

2008 – 2010

Payroll Administrator

- Trained 10 financial accounting staff in order invoicing, batching and processing of new leased cars. Trained eight client services staff to follow correct policies and procedures in set-up of new client files after Head Office relocated.
- Processed biweekly payroll for 230 employees across Canada. Reconciled manual input to computerized bank system figures.
- Balanced month-end reports, prepared journal entries, verified and issued government remittances, balanced year-end reports to payroll and accounting files, made necessary adjustments and issued T-4's.

Professional Development**Supervisor Course**

Practical Management of Canada

Management Program

Canadian Payroll Association

Community Leadership

Chair and Contact Leader, Women's Shelter

Secretary of Events Committee, Children's Hospital, Fundraising

3. Reverse Chronological – Event Planner / Program Coordinator

Name

City, Prov. | Phone | Email

Profile

A highly knowledgeable Event Planner and Program Coordinator with extensive experience in a variety of industries. Known for developing customized events, activities and documents by collaborating with business partners and assessing specific needs. Skilled at analyzing, building, and implementing program initiatives to bring about public awareness.

Professional Background

Event Planner / Program Coordinator / Regional Trainer

2009 – 2018

ABC Association

Coordinated and planned relevant and cost-effective programs on community health issues throughout Manitoba in support of initiatives at regional and federal levels.

- Developed a user-friendly brochure which provided current information, practical advice and encouragement to teens about asthma; first health education material distributed throughout Canada by Association.
- Established a community program for people with lung disabilities by providing open information and exercise sessions whose model was incorporated into hospital COOD programs at two local hospitals. Organized and planned two successful launch events which generated positive media coverage and created greater public awareness of new program.
- Planned, coordinated, promoted and delivered a school program to an average of 6,000 students a year, covering kindergarten to high school.
- Contributed to development and presentation of a 75-page handbook on smoking control legislation which was prepared for municipal councillors, while serving as chair and regional representative on the Regional Council on Smoking and Health.
- Facilitated a three-day workshop as a resource provider in health education for 96 participants composed of respiratory therapists, pharmacists and nurses on asthma education. Also, presented a summary of asthma activities to a three-day Canadian asthma conference in Vancouver.
- Implemented Health Education programs such as Asthma Day Camp which ran throughout the region for eight weeks a year with approximately 100 children between ages of five and 13.
- Evaluated effectiveness of respiratory health issues, such as environment in school portables, smoking in workplace and cessation of smoking among teens, through a partner process with community, advocacy groups and individuals, ensuring government requirements were met.

- Promoted and coordinated “A Special Initiative: The World’s Longest Poster—Petition for a Smoke Free Planet” in co-operation with Public Health Department, Cancer Society and Regional Council on Smoking and Health. This world’s largest poster-petition was displayed across Manitoba on World Tobacco Day.
- Initiated many of design and creative processes to achieve goals of public awareness and change regarding smoking issue. Collaborated with councils in strategic plan to decrease smoking through by-laws, education and public opinion over a 10-year period.
- Worked closely with Fundraising Committee to raise over \$25K annually through corporate sponsorships, private donations and numerous fundraising events and initiatives.
- Recruited, trained and coordinated volunteers to assist in delivery of programs, seminars and fundraising.

Customer Relations / Sales**2006 – 2009**

DEF Company

- Handled up to 50% of corporate sales accounts in company’s top sales district. Acted as key contact person from initial call through to final sale. Provided full customer service satisfaction by proactively managing client relationship and acting promptly on any product or service concerns.
- Awarded Service Quality Excellence Award on three occasions, and President’s Silver Achievement Award for outstanding sales results in 2008.

Education

Bachelor of Commerce, Marketing

McMaster University

Professional Affiliations

Toastmasters, Past President/Past Area Governor

Regional Council on Smoking & Health, Past Chair and Regional Representative

Asthma Advisory Committee, Regional Hospital

Association Health Education Committee, Manitoba Staff Representative

4. Reverse Chronological – Assistant Manager

Name, B. Admin

City, Prov. | Phone | Email | LinkedIn

Profile

An organized and resourceful Manager with extensive experience in the financial services industry. Extensive knowledge and skills in all bank products and services. Provides a high quality of service in a fast-paced environment. Readily takes on new responsibilities and challenges. Skilled in creating motivated teams by encouraging open communication and a free flow of ideas. Able to prioritize and meet deadlines in a consistent manner.

Professional Background

Canadian Bank

2000 – 2018

Assistant Manager, Call Centre

2015 – 2018

- Managed a staff of 15 customer service representatives, focused on providing excellent customer service to branches and clients, responding to over 3600 inquiries on a daily basis. Received an award of excellence for providing superior customer service.
- Built a strong team by responding to staff one-on-one and through group interaction. Helped department reach daily goals as a result of actively participating at staff meetings.
- Improved average speed of answer (ASA) and telephone service factor (TSF) by 35% by implementing major changes in scheduling work shifts and resource allocation to meet industry standards and customer expectations.
- Negotiated with customers and branches to provide solutions that minimized bank's dollar losses.
- Minimized problems by responding immediately to customer inquiries verbally and in writing.
- Held monthly and annual performance review sessions with each staff member to set objectives and review accomplishments. Made recommendations for promotion.
- Acted as Chairperson for Department Social Committee. Coordinated and planned all events for the Department, significantly increasing staff morale.
- Researched and analyzed over 100 accounts for improper payments over a six-month period, resulting in a recovery of approximately \$100K.
- Reduced stationery costs by 50% in a one-year period by controlling ordering and distribution of supplies for department.

Business Officer

2011 – 2015

- Oversaw training and development of seven staff. Created an environment which promoted both individual initiative and teamwork to ensure goals were met.
- Implemented a standards and measurement tracking system that identified performance deficiencies which improved branch sales, numbers and targets.

- Reviewed and located Teller cash shortages with a 97% recovery rate. Provided additional training when appropriate.
- Liaised with Branch Services Centre regarding various branch transactions while maintaining excellent relationships.
- Conducted weekly staff meetings to introduce new products and business services and kept abreast of staffing issues.
- Contributed to sales growth by establishing good customer relationships and provided individualized customer service to meet specific needs; nominated for Award of Excellence.
- Sold a variety of bank products such as RSPs, Savings and Chequing Accounts, GICs, and Treasury Bills, and advised customers on different investment options according to their needs.

Assistant Branch Manager**2008 - 2011**

- Supervised, trained and coached up to eight Customer Service Representatives and a Teller Supervisor. Prepared monthly staffing schedules to ensure sufficient coverage to meet department's service objectives.
- Conducted biweekly staff meetings to ensure staff were kept up-to-date on product knowledge, and shared information regarding past work activities.
- Assisted with development of action plans for goal attainment. Held monthly and annual performance review sessions with each staff member to set mutual goals for sales achievements with each Customer Service Representative.
- Initiated department promotional campaigns, such as "Kids Accounts Week". Arranged free giveaways to participants, and planned fun, reward-based internal competition.
- Performed a variety of functions to ensure smooth operation of department's administration.

Held numerous progressively responsible positions from 2000 to 2008.

Professional Development & Education

Business Administration Diploma
CDI College

Effective Management

Coaching and Counselling

Project Management

The Art of Negotiating

5. Functional – Administrative Manager

Name
City, Prov. | Phone | Email

Profile

A self-motivated and reliable office professional with expertise in leading staff, relationship management and administration. Proven experience focused on service rich positions where strong organizational, analytical and problem solving abilities are critical. An excellent communicator who blends well with staff at all levels of an organization. Demonstrates a flair for being innovative and creative, conquering solutions in a resourceful manner.

Selected Accomplishments

Leadership

- Managed team of eight professional administrative assistants at ABC Company. Conducted coaching and performance discussions with a high level of professionalism and diplomacy.
- Cross-trained, balanced workloads and ensured coverage to meet and when possible exceed client expectations at ABC Company.
- Provided guidance to management teams in recruitment, education and employee relations, which reduced staff turnover.
- Coached and directed a staff of 20 employees at DEF Company. Hired, trained and disciplined, ensuring all individuals delivered superior customer service in a team-driven environment.
- Designed and promoted exclusive wedding packages and corporate conferences, generating significant revenue for company.
- Prepared annual budget based on anticipated monthly occupancy rates. Successfully met budget on an annual basis.
- Compiled detailed monthly reports using Excel spreadsheets for Head Office to use for future forecasting.

Customer and Public Relations

- Coordinated arrangements for annual meeting that hosted over 500 people including venue determination, menu planning, and floor plan and seating arrangements. Selected keynote speaker and evening entertainment, which resulted in a successful event and generous compliments from attendees.
- Organized company travel, flights, accommodations, ground transportation and itineraries for both domestic and international trips. Ensured all visa applications and necessary vaccinations were received prior to foreign travel.
- Acted as first point of contact and front-line client service representative for a supply-managed marketing board, supporting over 1,500 producers and 20 head office staff.
- Maintained website user database ensuring all producer information was updated and remained current.

Administration

- Operated Meridian multi-line phone system and acted as telephone system administrator to ensure all updates and maintenance were completed in a seamless manner.
- Directed all inquiries and complaints and resolved concerns or offered alternative actions, assisting caller with immediacy.
- Arrange catering and planned menus for all internal and off-site meetings. Established strong relationships with providers, ensuring varied menus at the most feasible price.
- Replenished office supplies and managed within budget guidelines for head office and 11 regional offices.
- Professionally recorded and distributed minutes to senior management team from all finance meetings in an accurate and timely manner.
- Accurately tracked and monitored per diem expenses for 11 Directors including Chairperson and Vice Chairperson, resulting in prompt reimbursement to all parties.

Professional Background**ABC Company****2010 - 2014**

Manager, Executive Support Services	2014 - 2018
Project Leader, Strategic Human Resources	2010 - 2014

DEF Company**1995 - 2004**

Senior Human Resources Manager	2004 - 2010
Human Resources, Operations and C.S Manager	1995 - 2004

Education and Professional Development**Bachelor of Arts**

York University

Customer Service Skills

ABC Company