**Jane Smith**

Address Line 1, Address Line 2, City, State Zip \* (212) 256-1414 \* jane.smith@gmail.com

**Career Objective**

Administrative Assistant with 6+ years of experience working directly for the President of 3M Inc., a Fortune 500 company. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

CORE COMPETENCIES

Customer Service

Cost Efficient

Detailed and Organized

Supplier Relationship

Professional Experience

**3M INC., New York, NY**

## *Administrative Assistant, Apr 2006 – present*

Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.

Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.

Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives.

Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.

Direct or coordinate the supportive services department of a business, agency, or organization.

Prepare and review operational reports and schedules to ensure accuracy and efficiency.

Set goals and deadlines for the department.

Acquire, distribute and store supplies.

Monitor the facility to ensure that it remains safe, secure, and well maintained.

Hire and terminate clerical and administrative personnel.

Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.

Manage leasing of facility space.

Participate in architectural and engineering planning and design, including space and installation management.

* Dispose of, or oversee the disposal of, surplus or unclaimed property.
* Analyze internal processes and recommend and implement procedural or policy changes to improve operations.

FLORIDA DEPARTMENT OF SOCIAL SERVICES, Orlando, FL

Rehabilitation Counselor, Aug 2004 – May 2006

Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.

Prepare and maintain records and case files, including documentation such as clients' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.

Develop and maintain relationships with community referral sources, such as schools and community groups.

Analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.

* Counsel clients or patients, individually or in-group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.
* Conduct chemical dependency program orientation sessions.
* Participate in case conferences or staff meetings.
* Coordinate counseling efforts with mental health professionals or other health professionals, such as doctors, nurses, or social workers.
* Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans.
* Interview clients, review records, and confer with other professionals to evaluate individuals' mental and physical condition and to determine their suitability for participation in a specific program.
* Direct case service allocations, authorizing expenditures and payments.
* Collaborate with community agencies to establish facilities and programs for persons with disabilities.
* Collaborate with clients' families to implement rehabilitation plans such as behavioral, residential, social, and employment goals.
* Participate in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements.
* Develop diagnostic procedures to determine clients' needs.
* Confer with physicians, psychologists, occupational therapists, and other professionals to develop and implement client rehabilitation programs.
* Arrange for on-site job coaching or assistive devices, such as specially equipped wheelchairs, to help clients adapt to work or school environments.
* Locate barriers to client employment, such as inaccessible work sites, inflexible schedules, and transportation problems, and work with clients to develop strategies for overcoming these barriers.

**H&M, New York, NY**

## *Retail Salesperson, Apr 1997 – June 2001*

* Resolve customer complaints regarding sales and service.
* Oversee regional and local sales managers and their staffs.
* Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Determine price schedules and discount rates.
* Review operational records and reports to project sales and determine profitability.
* Monitor customer preferences to determine focus of sales efforts.
* Prepare budgets and approve budget expenditures.
* Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.
* Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.
* Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.
* Direct foreign sales and service outlets of an organization.
* Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.
* Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.
* Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.
* Represent company at trade association meetings to promote products.

Education

FLORIDA STATE UNIVERSITY, Orlando, FL

Bachelor of Art in English, May 2004

GPA: 3.3/4.0

* Published in school’s newspaper editorial
* Summer Internship for the New York Times

NEW YORK STATE UNIVERSITY, New York, NY

Bachelor of Science in Economics, October 1997

Summa Cum Laude

Dean’s List

GPA 4.0/4.0

Additional Skills

Proficient in Microsoft Office and Adobe Illustrator CS5

Bilingual Spanish and English

* Employee of the Month for 3 consecutive months in H&M
* Won the “Writer’s Digest” 2002 Award
* Awarded an employee travel award due to “Performance Excellence” 2 years in a row through 3M Inc.