

## **SUMMARY OF QUALIFICATIONS**

All-star administrative assistant and office manager with over ten years of experience working in the private and public sectors. Demonstrated time management skills with the ability to handle management related tasks in a professional and calm manner. I am proficient in negotiation, handling management/employee issues and solving related problems. Computer Skills: MS Office, SAP, SASS, FileMaker Pro (Relational Database).

## **WORK EXPERIENCE**

### **Boston Hospital**

**Feb 2016 - Present**

#### **Volunteer & Community Coordinator**

- Managed the entire Gift Shop Renovation project with focus on planning, communication, and deadlines.
- Wrote Point-of-Sales (POS) training manual, prepared training schedules, managed Inventory, documented discrepancies and made purchase recommendations keeping the shift in demographics in mind.
- Facilitated meetings, prepared meeting documents, and outlined action items to ensure timely completion.
- Coordinated the first "Trunk Sale" project, prepared Flyers, Parking Lot Configuration, Waiver Forms and Job Descriptions for volunteers for a successful community and family fund-raiser.
- Conducted Alternative Medicine and Improvement Facilitation Surveys with photo journaling and feedback.

### **City of Boston**

**Sept 2010 – April 2015**

#### **Executive Administrator/Office Manager**

- Provided administrative assistance in a fast-paced, busy environment with changing priorities; ensured that the elected official was prepared for Council and public meetings and was able to participate intelligently.
- Managed the calendar for a busy official, made appointments and booked facilities, as required.
- Dealt with irate constituents, resolved issues, and explained City bylaws so the resident was able to comply.
- Coordinated 2 large Ward Survey projects with multiple teams with analysis of resultant data.
- Created vacation schedule, telephone log and other templates to manage office administration efficiently.
- As IT contact and point person, liaised with IT staff and did troubleshooting to fix software/hard issues.
- Managed a data migration project – migrated over 10,000 records and condensed into 3,000 records.
- Designed a Knowledge Base that was emulated by 3-1-1 with details on every aspect of life and governments.
- Prepared Briefing Notes, Business Cases, Executive Status, Weekly Reports and Newsletters.
- Worked closely with Committee Administration especially with the Budget team on core service reviews.
- Provided input on Dashboard front page and monitored expenses for accuracy prior to publishing.
- Assigned by the Mayor to manage a sensitive Forensic Audit project with Union and non-Union staff and legal and human resources' issues which resulted in the issue being address through the Auditor General's office.

### **RFQ Strategies Inc.**

**July 2005 - Aug 2010**

#### **Consultant**

- Conducted business planning and statistical analysis, worked with vendors on complex, proprietary databases to optimize savings and deliver quality products after reviewing trends and predicting projected purchasing.
- Refined and implemented marketing plan, communications, and corporate identity program for all projects.
- Established vision and business plan changes for strategic marketing, winning contracts and providing outstanding customer service to clients.
- Prepared and edited Request for Proposals, Request for Quotations, and other procurement documents.
- Assisted with business and sales' meetings including organizing portfolios and coaching sales staff.

### **Sprint USA Inc.**

**Oct 1999 – April 2005**

#### **Change Management Controller, Branch Administrator**

- Provided administrative support to a team of account managers, sales' engineers, and other members.
- Established a new Change Management department to handle multi-million-dollar changes on the network.

- Approved all activities (known as releases) and project work undertaken on entire business and residential network, including upgrades, preventative maintenance, emergency work and demand requests.
- Solid understanding of IT and network environments including voice, data and transport as well as proprietary databases and programmes to produce mission-critical reports for senior management.
- Managed a major Business Transformation project for the executive team resulting in an entire area being outsourced successfully and dealing with post-decision issues such as risks and continuous improvement.
- Managed value engineering studies and life cycle cost analysis, realizing savings of \$100,000 in 30 days.
- As Chair of Health & Safety Committee, provided leadership including dealing with workplace accidents.

**Frell and Hisk LTD**

**March 1988 – Oct 1998**

**Executive Assistant**

- Provided divisional administrative/financial support including processing expenses and cost-improvement benefits.
- Translated technical communiqués and managed the department independently in manager’s absence.
- Worked closely with total Supply Chain, Merchandising, Marketing and Cost Control departments on all projects.
- Created Sales and Marketing programme to promote business partnerships between USA and Mexico.
- Conducted economic/demographic research and analysis to produce reports and obtain prospective leads.
- Developed marketing strategy to target potential markets which resulted in significant success in revenue.

**PROFESSIONAL MEMBERSHIP**

American Institute of Management, Massachusetts: AIM Institute	2015
Massachusetts Public Management Professional (MPMP): Massachusetts Training	2011

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

Dealing with Aggression, Crisis De-Escalation, and Mental Health Awareness: BMMH	2014
Process Improvement Using Six Sigma (PMI)	2013
America Institute of Management (AIM) Exam: AIM Institute	2011
Government and Public Documents Certification (GPDC): Phoenix University	2006
Sourcing and Procuring Specialist Certificate: University of Boston College	2000
Basic Project Management: American Management Association	1999

**COMMUNITY LEADERSHIP**

Parent Volunteer for Tech in Schools (Boston, MA)	2014
Advisory Council member for Teens on the Couch (Boston, MA)	2007
Community and Unity through Sports and Arts (Boston, MA)	2003
Treasurer of Boston Group of Parents (Boston, MA)	2001