

# JOHN DOE

Phoenix, AZ 12345 • (555) 555-5555 • email@email.com

## OFFICE MANAGER / EXECUTIVE ASSISTANT

**AREAS OF EMPHASIS: EMPLOYEE MANAGEMENT, CREATING REPORTS, INVENTORY MANAGEMENT**

**Bilingual Office Manager and former Executive Assistant with more than 10 years of experience in office administration seeking a new opportunity.** Extensive experience providing a variety of office administrative support duties including answering phones, managing calendars, creating reports, and assisting with human resources and accounts payable/receivable. Well-developed skills scheduling meetings, organizing travel schedules, executing events, and providing administrative support to executives and other business professionals. Dedicated leader with outstanding communication skills and a proven track record of success maintaining office equipment and inventory, managing complex files, and providing superb customer service to clients and customers. **Bilingual in English and Spanish.**

### AREAS OF EXPERTISE

Office Administration  
Organizing & Executing Meetings  
Vendor Invoices & Statements

Creating Reports  
Customer Service  
Office Inventory Management

Calendar Management  
Accounts Payable/Receivable  
Receptionist Duties

### PROFESSIONAL EXPERIENCE

ABC COMPANY, Phoenix, AZ

2014 – Present

#### Office Manager

- Managed daily and monthly tasks associated with ensuring the company office runs smoothly and efficiently, including answering and directing phone calls and emails, greeting guests, and distributing mail.
- Assisted the Accounting department by reconciling Accounts Payable/Accounts Receivable statements; contacted vendors for missing invoices/statements and with credit card payments.
- Conducted a monthly inventory for all breakroom and office supplies; ordered new supplies from vendors.
- Assisted the HR department with new hires, including translating for non-English-speaking applicants.
- Planned company events and coordinated catering services.
- Organized lunches for executive meetings and set up conference rooms.
- Created and modified Standard Operating Procedures, documents, and forms; maintained company-wide lists, such as the employee phone list.
- Received pay check stub distributions from HR and delivered pay checks to employee lockers.
- Ensured the breakroom and bathrooms were properly stocked and clean.

XYZ COMPANY, Phoenix, AZ

2011 – 2014

#### Executive Assistant

- Coordinated travel arrangements and hotel reservations for the President and Executives.
- Planned meetings and schedules; managed leadership calendars.
- Managed administrative tasks, including answering and directing incoming calls, greeting guests, ordering office supplies, and coordinating lunches for executive meetings.
- Sorted and dated incoming mail.
- Supervised regular maintenance of all office equipment, such as fax machines and phones.
- Assisted with database management and upkeep; maintained paper and electronic filing systems.
- Composed and prepared confidential correspondence, reports, and other documents.

ABC COMPANY, Phoenix, AZ

2008 – 2011

#### Executive Assistant

- Managed administration duties for the President, including scheduling appointments, maintaining a calendar, and coordinating travel arrangements.
- Greeted and assisted all visitors, ordered office supplies, distributed mail, and coordinated conference rooms.

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*(Executive Assistant continued)*

Assisted with database updates, maintained paper and electronic filing systems, and managed the maintenance of all office equipment, such as phone systems and videoconferencing.

- Assisted with the recruitment of new members for the association.

XYZ COMPANY, Phoenix, AZ

2004 – 2008

## **Administrative Assistant**

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- Provided administrative support to the President and CEO of the company; managed the calendar, scheduled appointments, and coordinated travel arrangements.
- Performed receptionist duties, greeted and assisted visitors, coordinated meeting rooms, conducted inventory, ordered office supplies, and distributed mail.
- Assisted with updating the company database, maintained paper and electronic filing systems, responded to emails and letters, and managed the maintenance of all office electronic systems.
- Provided support for event planning and membership projects.

ABC COMPANY, Dallas, TX

2002 – 2004

## **Campaign Coordinator (contract position)**

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- Developed fundraising campaigns including campaign coordination, analysis, and progress monitoring.
- Secured contributions through the recruitment of institutional and individual volunteers to participate in fundraising programs; developed long-term relationships with constituents.
- Coordinated marketing and promotional activities.
- Provided staff support for volunteers at all fundraising activities.

XYZ COMPANY, Dallas, TX

2009 – 2010

## **Verifications Specialist**

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- Assisted the Account Executives with the daily management of existing accounts.
- Verified client accounts receivable invoices; ensured compliance with company policies and procedures and reported results and discrepancies to senior management.
- Assisted clients with application processes and documentation submittal; answered client questions.

ABC COMPANY, Dallas, TX

2003 – 2009

## **Sales Associate**

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- Drove sales throughout the store, working primarily within the Children's Department; routinely exceeded aggressive sales goals.
- Shared knowledge of store products and services to build sales and minimize returns; recommended additional merchandise that complemented customer selections.
- Established and maintained customer relationships by delivering superior customer service.

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## **EDUCATION**

UNIVERSITY OF PHOENIX, Phoenix, AZ  
Bachelor of Science Degree in Business Administration

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## **COMPUTER SKILLS**

*Microsoft Office (Word, Excel, Outlook, PowerPoint)*