

## ADMINISTRATIVE ASSISTANT ■ RECEPTIONIST

### PROFILE

Possess remarkable reputation in improving overall business operations and processes while optimizing efficiency. Demonstrate broad-based knowledge in events planning. Self-starter who can work independently and implement appropriate office procedures as necessary. Show competency in arranging meetings, purchasing office supplies, as well as in planning and coordinating events. Effective at multitasking in fiercely competitive, stressful, and fast-paced environment with dedication to first-rate service. Exemplify solid customer relation expertise with an inherent sense of empathy in understanding and dealing with the needs and desires of people of diverse cultures and backgrounds.

- Seeking a challenging career opportunity that would effectively utilize outstanding work ethics, management skills, broad knowledge in customer service, and organizational leadership
- Acknowledged as a goal-oriented professional with outstanding ability in identifying and capitalizing on opportunities to strategically improve systems and business procedures
- Skilled at motivating and directing individuals and groups to deliver peak performance as well as to achieve and exceed targets and goals
- Articulate communicator, strategist, and negotiator; accustomed to establishing positive relationships with customers, staff, and high-level personnel

### AREAS OF EXPERTISE

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Office and Executive Administration  | <input checked="" type="checkbox"/> Database and Records Management |
| <input checked="" type="checkbox"/> Special Events / Travel Coordination | <input checked="" type="checkbox"/> Strategic Business Planning     |
| <input checked="" type="checkbox"/> Telephone / Front Desk Reception     | <input checked="" type="checkbox"/> Technical Aptitude              |
| <input checked="" type="checkbox"/> Oral / Written Communication Skills  | <input checked="" type="checkbox"/> Problem Resolution              |

### PROFESSIONAL EXPERIENCE

**ADMINISTRATIVE COORDINATOR** – Burke Centre Conservancy, Burke, VA

May 2001-Sep 2009

- Oversaw daily public contact with residents, business owners, Architectural Review Board, Board of Trustees, and Appeals Board
- Efficiently performed administrative functions, including all Architectural Review Board (ARB) applications for exterior residences modifications of a 6000-homes homeowner association to conform with Virginia Property Owners' Association Act
- Convened with residents that submitted applications to clarify guidelines, modification requirements, and restrictions as well as to review their applications for accuracy and completeness
- Managed an application database and allocated completed applications to board members for review and disposition
- Held responsible for processing all approval/disapproval correspondences to homeowners and monthly hearing notification letters
- Organized and facilitated monthly ARB meetings; produced and handed out all meeting minutes and agendas
- Handled daily personal and phone contact; communicated and resolved problems among residents, ARB, and Board of Trustee members
- Assessed county building ordinances and restrictions associated to homeowner exterior modification requests
- Conducted site inspection on residential properties for compliance with guidelines and modification approvals
- Assumed all clerical responsibility, such as typing, copying, and mailing correspondence and filing modification applications; assisted in property maintenance site inspections, completed estoppels reports, conducted follow-ups regarding certified mail correspondence to homeowner, and advised the Accounting Department for legal action for non-compliance
- Functioned as backup receptionist when necessary

#### **Key Accomplishments:**

- Successfully restructured the entire modification application review process for accuracy and efficiency
- Generated a three-fold increase in monthly approval totals, escalating average monthly totals of approved applications from approximately 80 to 125 through producing a user-friendly form for residents
- Played a pivotal role in the comprehensive revision and update of the Community Architectural Standards

# MARY EVANS

☐ Complete Address ☎ Telephone Number ✉ E-mail Address

and Guidelines, which is being amended every 5 years; conducted research on county building codes and ordinances, as well as studied and incorporated new complex building materials relevant to residence construction in compliance to company standards

**ADMINISTRATIVE ASSISTANT – Hoppmann Corporation, Haymarket, VA**

Nov 1999-May 2001

- Efficiently accomplished multiple administrative and office management functions, which included data entry of Bill of Materials for manufacturing engineering department, processing of system inventory adjustments, and documenting engineering reports
- Systematically organized patent files and related correspondence
- Coordinated meeting schedules for the Engineering Department and arranged conference room
- Conducted follow up calls to customers regarding outstanding or delinquent vendor shipments
- Provided assistance to receptionist / switchboard

**PROJECT ASSISTANT / MEETING COORDINATOR / RECEPTIONIST – Caliber Associates, Vienna, VA**

Dec 1996-Nov 1999

- Performed various clerical responsibilities, including scheduling and organizing meetings and travel arrangements; managing department mail distribution for clearinghouses; administering phone backup, customer response letters, and grantee calls; tracking customer complaints; overseeing data entry and monthly reports; filing departmental documents and memorandum; and providing general administrative assistance
- Demonstrated expertise in meeting coordination by effectively organizing and managing all catered company/client meetings, seminars, and training sessions; coordinating all arrangements for menu requirements, caterer orders, delivery, and setup; managed caterer invoicing and backup for submission to accounting; and coordinating and planning annual company party and/or picnic
- Held responsible for accounting functions, such as inventory and data maintenance of fixed assets, as well as tracking collection of outstanding accounts payable, assisting with government invoicing, managing timesheet and payroll distribution, petty cash, and accounting/contract filing
- Rendered efficient and responsive administrative support to company's clients and management through answering 21-line Toshiba switchboard; welcoming guests and clients; processing all incoming and outgoing FedEx and UPS packages; distributing faxes and mail; regulating office supplies; monitoring employee and guests' sign-ins; organizing conference room signups, and travel coordination for air flights or hotel reservations for employee

## EARLIER EXPERIENCE

**ADMINISTRATIVE ASSISTANT, Part-time - AGL Marketing, Woodbridge, VA**

Feb 1995-Aug 1996

**CONTRACT ANALYST - IBM / LORAL, Manassas, VA**

Jun 1984-May 1994

**PARKING ENFORCEMENT OFFICER – Manassas City Police Department, Manassas, VA**

Dec 1977-May 1983

## EDUCATION

### COURSEWORK IN ART HISTORY

Northern Virginia Community College, Manassas, Virginia

## TECHNICAL SKILLS

- Proficient in Windows XP; Microsoft Office application (Word, Excel, and Outlook); Deltek ; and TOPS with typing speed of 60 wpm

## ACTIVITIES

**Member, Stonewall Jackson High Boosters Club**

**Member, Lake Jackson Homeowners Association**

**Member, Northern Virginia Art Guild**