

Joan K. Smith

1234 Cart Place • Appleton, WI 54914 • (920)123-4455 • jsmith@gmail.com

Executive Assistant

Summary of Qualifications

- A highly organized and detailed-oriented Executive Assistant with over 15 years of experience providing thorough and skillful administrative support to senior executives.
- Dedicated and focused; able to prioritize and complete multiple tasks and follow through to achieve project goals.
- Computer skills include: MS Word, Excel, PowerPoint, Access, ACT, Internet

Professional Experience

Industrial Limited, Appleton, WI

Executive Assistant to the CFO, 2000-present

Executive Assistant to the CEO, 1997-00

Administration & Organization:

- Created highly effective organizational and filing systems, including quick and thorough indexing, filing and offsite storage, resulting in easy access to critical information and streamlined office functioning.
- Coordinated and set up high-level conference calls, board and management meetings, special events and travel arrangements for top executives.
- Conducted extensive Internet research on competitors and potential acquisitions, reporting findings to CFO. Developed, formatted and maintained databases.
- Updated and maintained CEO's calendar, completely re-organized the Executive and Finance libraries, and assisted managers with special projects as needed, including building renovations and office move.

Communication & Client Relations

- Answered a high volume of incoming calls and in-person inquiries from clients and colleagues; treated each person with respect and provided information and referrals.
- Acted as liaison and maintained open lines of communication among senior executives, board members, shareholders, middle management and administrative staff.
- Wrote correspondence; proofed and edited press releases and other documents to ensure accuracy and consistency.
- Coordinated preparation and timely dissemination of company reports and slide presentations for board meetings.

Ice Corporation, Neenah, WI

Administrative Manager, 1989-96

- Provided superior administrative support to president, including correspondence, legal documents, financial management, events/logistics coordination, communications and policy compliance, and problem resolution.

EDUCATION

Masters in Library Science, University of Rochester, Rochester, NY

Bachelor of Arts, History and Journalism, Nazareth College, Rochester, NY