

CARA WAVERLY

58 Chelsea Way ♦ Bridgeport, CT 22222 ♦ (333) 333-3333 ♦ cara@aol.com

Executive-level administrative support professional whose accomplishments reflect excellent administrative skills and a demonstrated commitment to providing exemplary service

SUMMARY OF QUALIFICATIONS

- Capable executive assistant with extensive experience in administrative roles.
- Organized and detail-oriented with demonstrated project coordination skills. Practiced in prioritizing and managing tasks. Effective at balancing the competing demands of multiple projects.
- Excellent interpersonal skills. Able to develop easy rapport with others while building trust.
- Versatile and resourceful team player who is willing to do whatever is necessary to complete goals and meet deadlines. Polished and professional, yet warm and accommodating.
- Recognized “go-to” person for a broad range of issues and concerns.
- Committed to providing the highest levels of customer service.

PROFESSIONAL EXPERIENCE

PETPHARMA CORP., Bridgeport, Connecticut

2001 to present

Administrative Assistant

As lead administrative assistant, provide effective support to VP of Global Marketing, VP of International Operations, and three other managers. Handle administrative details such as maintaining calendars, making travel arrangements, scheduling meetings and coordinating conferences.

Administrative Leadership

- Established strong record in developing best practices for administrative support. Proactively provide support, looking beyond immediate need to maximize effectiveness.
- Hired as first administrative assistant in newly relocated group, developed and documented group processes and procedures. Trained and mentored new administrative assistants.
- Developed administrative checklist for new hires, ensuring smooth transition for more than 20 new employees.
- Implemented filing system for all product-related literature, creating easy-to-use resource for customer inquiries. Also developed individual product binders for each sales rep.
- Effectively support group training efforts by developing manuals and presentations, and scheduling and facilitating training sessions.
- Consistently explore lower cost options in keeping with company’s “Smart Initiatives.”

Project Coordination

- Successfully arranged numerous domestic and international conferences, effectively planning and coordinating events for groups of more than 100 people.
 - Oversaw all administrative details to ensure flawless events. Booked all facilities, negotiating favorable pricing. Made travel arrangements and scheduled ground transportation for all attendees. Generated handouts and purchased gifts and awards. Shipped materials to site, meeting all project timetables.
 - Implemented effective follow-up system to ensure all projects and tasks remain on schedule.
 - Effectively supported Transition Team, collecting and collating staff résumés for timely presentation to management.
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PETPHARMA CORP., Westport, Connecticut

1998 to 2001

Administrative Assistant

Provided effective administrative support for Customer Development, Sales Training, and Sales Operations groups following relocation. Maintained all personnel and customer files.

- Developed guidelines and procedures for administrative assistants. Documented procedures for new hires.
- Established and managed system to track broker payments.
- Developed process for customer scorecarding, following up with clients to determine satisfaction with products, delivery times, and customer service. Developed spreadsheet to record and track response.
- Maintained divisional “dashboard” a prominent display that tracked key performance measures and staff awards.
- Successfully planned and coordinated large-scale conferences and sales meetings.

BOYD, INC., Mullica Hill, New Jersey

1992 to 1998

Executive Secretary

Assisted president and controller in managing International Division. Prepared all correspondence and assisted in preparing all confidential salary reviews, business plans, budgets and presentations.

- Organized office, setting up effective filing systems and archiving old files.
- Developed and implemented more efficient procedures for office operations.
- Effectively organized numerous conferences and sales meetings.
- Served as Board Member for Boyd’s Federal Credit Union in addition to regular duties.

Corporate Flight Coordinator

Assisted Manager of Flight Operations and scheduled flights for corporate executives.

- As first full-time coordinator, set up effective scheduling system to accommodate increasing demand for flight services.

UNITED CHEMICALS, Clifton, New Jersey

1985 to 1992

Administrative Assistant

Assisted Region Administrative Manager, providing support in the area of marketing, administrating, office services, information systems, and annual planning activities.

- Gathered background information for reports and special projects.
- Coordinated and scheduled system usage, enforcing region guidelines. Mobilized system specialists to handle problems and requests.
- Provided instruction for all software packages.

COMPUTER SKILLS

Word ♦ Excel ♦ PowerPoint ♦ Outlook ♦ Internet ♦ E-mail
DCIS (database for sales reporting)

References Available upon Request
