

JANE SMITH

Overview

Administrative Assistant; five years experience; heavy contact with public / answering phones; travel / meeting planning; computer proficient

Experience

"Jane is very reliable and trustworthy. She routinely handles the work of three people."

*--Performance Review
July, 2003*

"Jane is an excellent worker. She is a considerable asset to this hotel and is one of the most reliable agents I've ever known."

*--Performance Review
May, 2000*

"I have come to rely on Jane as she is very reliable and quick about everything she does."

*-- Hotel Manager
August, 2001*

Sept. 2001–Present Name of Company City, ST

Administrative Assistant / Receptionist

Plan and schedule company meetings; assist Human Resources in recruiting process; and maintain accounts payable ledger

Work extensively with MS Word, Excel, Outlook and PowerPoint to prepare correspondence, maintain database and compile reports

Order office supplies and coordinate shipments and deliveries

Greet more than 50 clients and handle 100+ incoming calls each day

April 1998–Sept. 2001 Name of Hotel City, ST

Reservations Agent

Generated department reports for hotel manager; assisted in reservations for different conventions and travel agencies

Maintained and troubleshoot the department's computers, and instructed co-workers on various software programs

Improved efficiency by creating a more efficient confirmation system and a centralized list for guest arrivals

Sept. 1997–April 1998 Name of Hotel City, ST

Reservations Agent

Performed routine administrative functions such as faxing, mailings, answering incoming calls, and maintaining the reserved rooms database for the hotel's clients

In charge of the nightly reservation department, performed administrative duties including emergency bookings due to weather, flight cancellations, and preparing the office for the morning shift

Education

1986–1989 Anytown College City, ST

Completed 2 years; studied Business Administration and Computer Science.

Technical Skills

Proficient in MS Word, Excel, PowerPoint, Outlook and the Internet; familiar with Lotus 1-2-3, WordPro, and WordPerfect.

Contact Information

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