



## Resume Example ~ Administrative Assistant

Employment For Seniors, Inc.  
4300 E. Broad Street  
Suite B  
Columbus, OH 43082  
614/863-1219  
[www.employseniors.org](http://www.employseniors.org)  
[info@employseniors.org](mailto:info@employseniors.org)

### Silvia R. Gleason

Colorado Springs, CO 80925 ♦ Cell: (228) 745-5423  
Email: [silviargleason@sabrefs.com](mailto:silviargleason@sabrefs.com) ♦ [www.linkedin.com/in/sylviagleasonco](http://www.linkedin.com/in/sylviagleasonco)

#### SELECTED ACCOMPLISHMENTS

- Successfully performed all duties as administrative support to 5 executives in a complex, fast-paced environment.
- Arrangements for all quarterly executive staff meetings including travel/lodging, scheduled conference facilities, and meals.
- Utilized Microsoft Word, Excel, and PowerPoint, prepared all invitations, handouts, and presentations for executive meetings.
- Managed all office responsibilities during transition to new company facility, including communication and document delivery to multiple contractors and service providers.
- Researched and recommended a new telephone system to facilitate communication among departments, on and off-site.
- Led a cross-functional team that provided management with recommendation for implementing workflow efficiencies.

#### AREAS OF EXPERTISE

- Proven record of proactively identifying problems and recommending resolutions for a positive outcome.
- Proficient in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook.
- Advanced written skills with experience preparing contractor bids, executive letters, and training manuals.
- Strong multi-tasking, analytical and time management skills.
- Good decision-making ability, interpersonal skills and judgment
- High level of discretion and confidentiality in all situations.
- Ability to be on call and/or work overtime as needed to perform all job functions.
- Built and maintained contact lists and various data bases.
- Maintained all records, reports, and files for the executive.
- Adapted quickly to changes in responsibilities and schedules.
- Effective communicator responding to customer inquiries and complaints with a high level of professionalism and responsiveness.
- Utilized technology to maximize effective performance.
- Balanced multiple assignments and maintained priorities in a fast paced, constantly changing environment.

#### SUMMARY OF EXPERIENCE

<u>Morgan Shilling Inc.</u> , Colorado Springs, CO <i>Executive Administrative Assistant</i>	2013-2018
<u>Brook Services, Inc.</u> , Boulder, CO <i>Executive Administrative Assistant</i>	2006-2013
<u>Phillips Travel Agency</u> , Boulder, CO <i>Administrative Assistant</i>	2001-2006

#### EDUCATION & MEMBERSHIP CERTIFICATIONS

**Associate in Applied Science,**  
**Executive Administrative Assistant Program**  
Glover College-Colorado Springs, CO

#### **Current Member**

International Association of Administrative Professionals (IAAP)  
IAAP Rocky Mountains Region Chapter