

---

## Mission Support Administrator ~ Administrative Assistant

---

Administration	Operations Management	Child Care Activities	Customer Support	Relationship Management
Secretarial Services	Correspondence	Crisis Management	Liaison/Public Relations	Hospitality Management
Travel/Transportation	Inventory Management	Facilities Management	Office Management	Training & Development
MIS Reporting	Record Management	Procurement	Analytical Skills	Versatile Leadership

**28+ years' rich experience** in administration, customer support, facilities management, office operations, child care etc. Relate warmly to diverse individuals at all levels by using a friendly yet confident communication style. Hands-on experience in management of man, infrastructure, facilities, & functions to ensure bottleneck free operations. Possess rich interpersonal skills, oral and written communications; and strong customer service skills. Core strengths in structuring and implementing innovative Administrative policies/procedures to generate undivided commitment & dedication among team members. Flexible, having good man-management, time management, organizational and leadership skills. Thrive in a deadline intensive environment, multitask, perform under pressure and meet deadlines. Computer literate.

---

### PERFORMANCE MILESTONES

- Gained invaluable experience in secretarial activities as 'Personal Secretary' to President/Director in different companies.
- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer service.
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Organized various training sessions for the team to enhance their performance.
- Implemented the concept of MIS reporting to update the Management on regular basis.

---

### CAREER PROGRESSION

**Child Care Provider**, Since 1991

**Administrative Assistant**, Discovery Children's Center, Reston, VA, 1991

**Administrative Assistant**, Allstate Insurance Company, McLean, VA, 1989 to 1991

**Administrative Assistant/Executive Secretary**, Keyes Condon Florance, Architects, 1984 to 1989

**Administrative Assistant**, Interior Planning & Design, Washington, DC, Sep 1984 to Dec 1984

**Administrative Assistant**, IBM, Rockville, MD, Jun 1983 to Sep 1983

**Administrative Assistant**, Four-Phase Systems, Washington, DC, Nov 1981 to 1982

**Desk Clerk**, Raleigh's, Tysons Corner, McLean, VA, Jul 1980 to Nov 1981

- Accountable for providing a safe, clean and nurturing environment to children from infancy through school-age.
- Drove the initiative to keep parents apprised of child's daily routine.
- Geared the activities for scheduling recreational activities, preparing meals, and teaching manners and morals.
- Judiciously handled billing, other office activities; part-time classroom assistant.
- Interfaced & coordinated with the public and Allstate customers to provide various types of insurance policy information.
- Accomplished responsibility for all typing, office correspondence, proposals and contracts, answering phones, and filing etc.
- Proactively contributed in audits and inventories, checked shipments against manifest, opened and closed computer terminals and obtained credit references.
- Actively involved in managing projects, and disseminating information by using the telephone, mail services, web sites, and e-mail.
- Drove the efforts for arranging travel, handling security and logistics requirements for visitors, and event planning.
- Judiciously maintained attendance records, databases, spreadsheets, and presentations.
- Monitored e-mails regularly for appropriate responses and kept the senior officer posted of all details.
- Streamlined the filing system to ensure safety, security, and easy retrieval.
- Meticulously organized calendar, scheduled meetings, organized and maintained paper and electronic files and monitored various administrative activities to ensure smooth functioning of President/Director's office.
- Systematically maintained personal/leave records and service books of all employees.
- Developed Vendors and negotiated with them to supply the best qualitative products on most competitive prices.
- Played pivotal role in procurement of office supplies, managing stockrooms and office libraries.

---

### EDUCATION

- Completed two years of required and Interior Design courses at Radford University – 1984
- Completed two semesters at Radford University, Radford, VA – 1980
- Graduated Herndon High School, Herndon, VA – 1979

---

References and verifying documentation furnished upon request