
Administrative Support Assistant ~ Routine Operations ~ Coordination ~ Administrative functions ~ Secretarial Functions

Highly focused and successful with **10 years' rich experience** in closely assisting key decision makers by managing the routine clerical functions, major experience across all facets of drafting letters, screening calls, scheduling supervisor's appointments and maintaining the calendar, preparation of travel orders / vouchers and providing overall administrative and secretarial assistance. Exceptional capabilities in preparing training forms, preparation of office reports, scanning materials for seminars and trainings and completing ascertained tasks on time. Adept at greeting visitors, preparing memos and various forms utilizing computer systems, maintaining the filing systems and resolving customer issues. Exceptionally well-organized with a track record that demonstrates self-motivation, creativity, determination, commitment and initiative to keep learning and hence achieve both personal and corporate goals. Strong written and analytical skills. Computer literate.

PROFESSIONAL VALUE OFFERED

Work Coordination	Screening Calls	Scheduling appointments	Drafting Letters, memos
Process time and attendance	Administrative tasks	Preparation of travel orders	Maintaining calendar
Photocopy and Scan	Fed-Ex forms	Customer Service	Correspondences
Time management	Filing system	Minutes documentation	Data system maintenance

PERFORMANCE MILESTONES

Won an array of awards some of which include:

- Special Achievement Award (\$1,200), November 2009
- Special Achievement Award (\$900.00), October 2008
- Special Achievement Award (\$750.00), October 2007
- CFC Award (\$1,000.00,) January 2007
- Special Achievement Award (\$2,100.00), October 2006
- Cash-In-A-Flash (\$600.00), January 2006
- Special Achievement Award (\$1,000) July 2006
- Bronze Medal Award. October 2005
- On the Spot Award (\$500), September 2005
- Employee of the Month Award, June 2005
- Special Achievement Award (\$1,000), January 2005

CAREER PROGRESSION

Administrative Support Assistant- [REDACTED] Division, Washington DC,
Since 2007

- Accountable for managing the functionalities of an Administrative Support Assistant for the FMD consisting of 15 Program Analysts and a Division Director.
- Efficiently prepared Hotline Pioneer complaints response letters for the Director's signature.
- Involved in judiciously screening every telephone call to determine the nature of the call and transfer the same to the right staff member.
- Engaged in cautiously maintaining supervisor's calendar, schedule appointments without prior clearance.
- Managed the Reviewing of correspondences prepared by office personnel for correctness, formatting, punctuation, routing amongst others. All correspondences are drafted usually with 3 days.
- Responsible for Composing and typing replies to enquiries of a general or administrative nature. These do not necessarily require personal attention of the supervisor.
- Accountable for the routine maintenance of FMD's official /reader files.
- Instrumental in processing time and attendance (T&A) using the WEB/TA system. This is done by Collecting T&As information from staff and processing this information within 3 working and Ensuring that all information is entered correctly into the T&A system within the ascertained time.
- Prepared travel orders/vouchers for the staff to ensure accuracy is maintained and payments are made appropriately and in a timely manner within the regulations of USDA.
- Providing overall administrative and secretarial assistance and actively participated in the projects of the FMD Division.
- Involved in photocopying, scanning materials for seminars, trainings, meetings and downloading data to CDs for training presentations.

- Meticulously Prepared training forms and personnel actions for recruitments, promotions, awards, and performance appraisals.
- Closely worked with the Program Analysts on special projects within the Division.
- Inserted data in the ART system and prepared reports for staff and worked in the Administrator's Office /Under Secretary's office when needed.

Administrative Support Assistant [REDACTED], Community Facilities Program, Deer Park, Washington DC, Jul 2006 to Dec 2007

- Judiciously ensured telephone coverage for the Community Facilities and Guaranteed Loan Processing Division. Received calls and after determining the nature referred them to the proper Loan Specials if needed.
- Ascertained priorities and deadlines to complete tasks on time, provided administrative coverage to the Under Secretary and Administrator's office in the absence of the Secretary.
- Proactively Served as a back-up time keeper to input timesheets in the NFC (Star) system also prepare leave audits T&A for staff annually or whenever needed.
- Innovatively created Fed-Ex forms for loans and grants documents to be shipped back to the State Offices. Maintained a filing system for all Fed-Ex receipts for future references.
- Instrumental in the Preparation and finalization of correspondences for the Deputy Administrator, Director, Deputy Director and the Administrator's signature to comply with USDA guidelines. Screened and reviewed all in-coming and out-going correspondences in the office. Ensured follow up to guarantee that correspondences are completed in a timely manner and file in appropriate location for future references. Established a tracking system for all correspondences for research and review.
- Responsible for Photocopying and scanning materials for seminars, trainings, meetings and download data to CDs for training presentations.
- Accountable for Confirming notification with the Organization or Company to be visited. Finalized travel orders which includes, arranging flights, car rentals, taxi and hotel reservations. Submitted travel vouchers upon completion of travel.
- Prepared training forms and personnel actions for recruitments, promotions, awards, and performance appraisals.
- Crafted requisitions for the staff to register for upcoming conferences, seminars and to purchase office supplies.

Secretary- [REDACTED] Automated Export Systems Branch, Suitland, MD, Oct 2000 to Jul 2006

- Responsible for greeting visitors upon their arrival and providing guidance to the appropriate staff.
- Politely answered incoming calls, utilizing a multiple-line phone system.
- Engaged in preparing letters, memos, and forms, utilizing various computer systems maintaining compliance with Census Bureau guidelines and regulations. Drafted and proofread documents for outgoing transactions.
- Instrumental in Creating drafts and generating daily reports for upper management. Reviewed, sorted, and distributed incoming/outgoing mail. Prepared travel orders, airline/transportation arrangements, hotel accommodations, finalizing vouchers and travel reimbursements for staff.
- Judiciously set up, reorganized, and maintained alphabetical and chronological filing systems for the Division. Implemented key projects on behalf of upper management, including budgeting, tracking data, and scheduling and making meeting arrangements. Reviewed budget reports for accuracy.
- Prudently resolved customer concerns and provided courteous and professional customer service. Documented meeting minutes, detailing key subjects, aspects of responsibilities, procedural changes, and distributing documentations to meeting attendees.
- Provided workshops and seminars material for sessions around the world which included copying, faxing, and shipping the materials on time and maintained a data system that contained registration, credit card information, and receipts for customers who attended the workshop.

Office Automated Clerk- [REDACTED], Bureau Of The Census, Suitland, MD, Nov 1999 to Oct 2000

- Accountable for greeting customers and maintaining a high level of customer service. Verifying ID badge identification while monitoring all office entries. Managing a multi-line phone system, coordinating incoming calls, taking messages and referring calls to the appropriate personnel.
- Cautiously maintained office scheduling for supervisors and staff members. Documented main events and agendas for meetings.
- Responsible for the preparation of employee time and attendance utilizing Training Management Information software system.
- Instrumental in preparing travel orders, vouchers and making reservations for flights.
- Engaged in completing office support functions including preparation of correspondence from rough drafts, scheduling meetings, maintenance of filing system and processing in-coming and out-going documents.
- Made use of various software packages (MS Word, Excel, Outlook, Lotus Notes, SAS, PowerPoint, Aglearn etc.) to accomplish routine duties and responsibilities.

EDUCATION

- Pursuing Certificate course in Business
- Completed some classes from University of Maryland