Lisa Sorensen

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**Administrative Professional**

with extensive experience in the manufacturing and service sectors

##### Key Strengths

Exceptional organizational skills and strong ability to multi-task and prioritize

Track record of producing high quality work in a deadline-driven environment with minimal direction

Excellent customer service and communication skills

Flexible and cooperative; uses tact and discretion to maintain confidentiality

Results oriented, self-starter who utilizes common sense and good judgment

Strong follow through, fact finding, analytical and problem-solving skills

Solid command of Microsoft Word, Excel, PowerPoint, Outlook, Photoshop, Fireworks, various databases which include the AS400, FourthShift, SAP and 90 wpm

# Professional Experience

## COMPANY A 20XX – 20XX

Overview about the Company (size, scope)

##### Administrative Assistant/Coordinator

Managed the complex calendar and handled all voice, paper and electronic mail of the Director involving frequent contact with the Board, Professional Organization, and international affiliations. Organized and coordinated many high-profile meetings, video and teleconferences, special events, seminars, and media interviews.

* Provided professional representation as first point of contact fielding and routing telephone calls, greeting visitors, and promptly responding to inquiries via email and telephone
* Expanded the medical professionals’ roster to ensure various specialties were available to facilitate assessment requirements
* Demonstrated capacity to provide comprehensive support for executive-level staff; excelled at scheduling meetings, coordinating, and maintaining calendars
* Cultivated and maintained relationships with medical professional staff to schedule appointments in a timely manner; consistently delivered outstanding service, exceeded expectations, and built long-term loyalty with clients
* Updated, maintained, and retrieved information using internal tracking software to ensure accurate and straightforward records management
* Monitored monthly variance reports; processed and filed billing, expense report and travel claim with external agencies and government in a timely manner
* Conducted monthly Workplace Health and Safety Inspections; compiled and submitted required reports on time
* Organized Educational Rounds and coordinated invitations of international guest speakers, made conference registrations and travel arrangements, and set up audio/visual equipment; arranged catering and meeting venues, both on-site and off-site on time and within budget

## Company B 20xx – 20xx

Overview about the Company (size, scope)

##### Executive Assistant to the Executive Vice President

Provided administrative support to the Executive Vice President and two Operations Directors of a national dinner house restaurant chain; was the Home Office contact for General Managers of 18 Company C restaurants.

* Competently performed all administrative duties such as preparing correspondence and reports, answering incoming calls, tracking department expenses, arranging flight and hotel accommodations, meeting room arrangements, conference calls, filing, ordering office supplies, providing switchboard backup, preparing, and submitting expense reports in a timely and efficient manner
* Coordinated national conferences and workshops, which included arranging air travel, transportation, and hotel accommodations, providing a quality experience that met objectives and expectations, while adhering to budget constraints
* Negotiated pricing and was responsible for ordering and tracking inventory of all company premium merchandise product lines, including clothing, umbrellas, mugs, and pens
* Compiled, developed, and produced agendas, reports, and necessary materials for all staff meetings and quarterly General Managers meetings in a timely and accurate manner

## Company C 20xx – 20xx

Overview about the Company (size, scope)

##### Administrator Coordinator, Marketing Department

Managed and coordinated major proposals/qualification documents for review by Management team and maintained a large library of promotional/canned materials, highlighting the entire company’s multi-disciplined areas of expertise.

* Prepared corporate presentations for prospective clients entailing working with slides, photos, and computer-generated presentations
* Liaised with other offices and departments worldwide with any queries or promotional related functions
* Worked on various software packages (primarily graphics) to accommodate promotional project sheets, service sheet, sell sheets, reports, newsletters, one-page flyers, bulletins, annual reports, brochures, advertising, internal announcements, trade shows/conferences, awards, special covers.

# Education and Professional Development

* BA, Name of University, Location

##### Certificates

* Microsoft Word/Windows – Introduction, Intermediate, Advanced
* PowerPoint – Advanced
* Excel – Beginner, Intermediate, Advanced
* Communication Skills

# Community Involvement

* CIBC Run for The Cure, Participant