

**KEY STRENGTHS:**

- Excellent Communicator
- Ethical
- Efficient
- Follows Through
- Organized
- Multi-task
- Use Sound Judgment
- Honor Commitments

**COMPUTER SKILLS:**

- Microsoft Word, Excel & PowerPoint
- Microsoft FrontPage
- HTML
- Quicken/QuickBooks
- Outlook
- PC & Macintosh Experience

**KEY SKILLS:**

- Budget Planning
- Office Management
- Executive Assistant
- Accounts Payable/Receivable
- Purchasing
- Web Development & Design
- Database Development
- Curriculum Development
  
- San Andreas Movers & Shakers
- Valley Springs Youth & Family
- Voting & Language Accessibility Advisory Committee (VAAC/LAAC)

**VOLUNTEER/BOARD EXPERIENCE:**

- AARP Driver Safety Instructor
- Calaveras Arts Council
- Calaveras Senior Center
- Calaveras Volunteer Center
  
- Calaveras Women's Network
- Citizens for San Andreas
- Commission on Aging
- Friends of Rail Road Flat School

**EMPLOYMENT HISTORY:**

Consultant	S&R Enterprises San Andreas, California	January 1999 – December 2015
Office Technician II	First 5 Calaveras San Andreas, California	December 2004 – February 2007
Office Manager	Echosphere Corporation (Direct TV) Sacramento, California	May 2002 – August 2002
Executive Assistant	Hewlett-Packard Company Roseville, California	September 1998 – May 2002
Office Services Manager	Illuminate Corporation Oakland, California	October 1997 – April 1998
Marketing Projects Coordinator	Documentum, Inc. Pleasanton, California	October 1995 – October 1997
Office Manager	Compatible Manufacturing Santa Clara, California	June 1995 – October 1995
Sales Administration Manager	Clarify, Inc. San Jose, California	September 1993 – June 1995
Senior Administrator	Cadence Design Systems San Jose, California	April 1992 – August 1993
Senior Administrative Specialist	Vertex Semiconductor San Jose, California	April 1991 – April 1992
Executive Assistant	DPI San Jose, California	April 1984 – April 1991
Service Representative/Analyst	Pacific Telephone San Francisco, California	June 1966 - January 1976

**EDUCATION/TRAINING:**

San Francisco State University, San Francisco, California - Major: Accounting & Finance  
Diablo Valley College, Pleasant Hill, California - AA Degree: Accounting, Business Management  
Various communication, career development, project management and computer courses

## **EMPLOYMENT DETAILS:**

Consultant – Designed and created websites, conduct training seminars, and assisted with the development of business plans, marketing and sales strategies, and financial reports for small and growing businesses.  
(S&R Enterprises, San Andreas, CA – January 1999 to December 2015)

Office Technician – Developed new forms and office procedures for tracking and managing grants, which resulted in more accurate information for the Executive Director and Commission to make business decisions. Established a positive and professional working relationship with grantees and auditor/controller office personnel. Reorganized office files in order to more easily find records and pertinent documentation.  
(First 5 Calaveras, San Andreas, CA – December 2004 to February 2007)

Office Manager – Developed new office procedures and policies for finance and administration department, which resulted in accurate reporting of cash receipts, ability to generate management reports, and increased productivity. Promoted cooperative interaction among sales, warehouse and operations departments. Managed reception and administrative assistant staff.  
(Echosphere Corporation, Sacramento, CA – May 2002 to September 2002)

Executive Assistant - Supported the Worldwide Finance and Admin/IT Controller and the Reinvention Customer Focus program manager. Responsibilities included the traditional administrative tasks such as scheduling appointments, arranging travel, meeting/event planning, and creating presentations. Additionally, developed and created websites for HP managers and service groups; managed the collection and reporting of data for approximately 400 employees; assisted business process manager with mailing of over 10,000 compliance/non-compliance letters to HP customers; participated in the planning and execution of tours by corporate executives to the Roseville site; mentored administrative assistants; effectively coordinated processing stock options and recognition awards; and prepared complex matrix that captured company-wide information. Received recognition awards from both peers and management.  
(Hewlett-Packard Company, Roseville, CA - September 1998 to May 2002)

Office Services Manager - Responsible for developing and implementing accounting and personnel systems, including purchasing and expense reporting procedures for a software development company. Designed employee and industry analysts' databases, including call tracking and form generation. Responsible for purchasing all office services and supplies. Provided administrative assistance to the president/CEO. Reviewed and edited employee handbook. Administered medical plan.  
(Illuminate Corporation, Oakland, CA - October 1997 to April 1998)

Marketing Projects Coordinator - Designed, developed, and implemented a database to manage internal training. Planned and attended Industry Advisory Council meeting (Paris, June 1997) for executives from Documentum and 25 of its global customers. Managed coordination and planning for semi-annual worldwide sales meeting and on-going internal sales training. Worked with Finance to accurately track expenses, and from that interaction, significantly contributed to the development and preparation of the department's annual budget. Negotiated and reviewed office space leases for field sales offices. Reviewed and created corporate and department presentations. Assisted with the coordination of tradeshow and seminars. Designed a variety of forms used throughout the organization. Provided administrative support for the vice president of industry solutions.  
(Documentum, Inc., Pleasanton, CA - October 1995 to October 1997)

Office Manager - Managed accounting and personnel functions of manufacturing organization. Established new invoicing, collection and office procedures, which resulted in increased productivity and improved corporate financials. Provided financial data and analysis to other management staff. Supervised administrative employees.  
(Temporary Position/Compatible Manufacturing Inc., Santa Clara, CA - June 1995 to September 1995)

## **EMPLOYMENT DETAILS:**

(continued)

Sales Administration Manager - Provided project management and administrative support for corporate and field sales managers and the vice president of sales. Negotiated software license, maintenance, consulting, and training agreements. Managed corporate travel by implementing a corporate travel policy and creating procedures and forms to book and track company-wide travel expenses. Developed annual travel budget for sales department.  
(Clarify Inc., San Jose, CA - September 1993 to June 1995)

Senior Administrator - Provided administrative support to the vice president of strategic alliances and worldwide sales. Created department and corporate presentations. Was responsible for coordinating and scheduling meetings, gathering and interpreting data, preparing reports, organizing activities to promote teamwork, and making international and domestic travel arrangements. On my own time and initiative, developed and taught a business communication course that included a communication overview and workshops on business writing, powerful telephone skills, and presentation techniques.  
(Cadence Design Systems, Inc., San Jose, CA - April 1992 to August 1993)

Senior Administrative Specialist - Responsible for developing and planning a document control system for tracking software, documentation, and marketing collateral. Researched and recommended database and spreadsheet software to capture product test data. Analyzed and reported statistical test data for director of quality.  
(Vertex Semiconductor - A Toshiba Company, San Jose, CA - April 1991 to April 1992)

Assistant to the Director of Education/Assistant to the Chairman of the Board - Responsible for screening, testing, and interviewing prospective trainees for computer programming, desktop publishing, and special computer skills training. Negotiated tuition and fee schedules for training program. Managed the development and production of an in-house multimedia presentation. Developed curriculum and taught computer related classes and communication workshops. Prepared public relations and marketing materials. Created and gave presentations to prospective corporate sponsors of training program. Designed and implemented system for tracking sales calls. Managed marketing support/word processing department. Interviewed, hired, supervised, and prepared performance evaluations for clerical staff.  
(DPI, San Jose, CA - April 1984 to April 1991)

Service Representative/Analyst - Handled approximately 60 calls a day from residential and business customers solving billing and service problems and arranging for new telephone service or moving service. Coordinated projects when phone numbers went to all digits and when there were changes in area codes. For two years, was a service analyst, assuring that service representatives gave correct information and provided outstanding customer service.  
(Pacific Telephone, San Francisco, CA - June 1966 to January 1976)