

MARY JONES
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A versatile administrative assistant with more than 14 years' experience in providing secretarial and clerical support for up to 29 staff and three managers for healthcare, financial and government organizations.

- Compiled daily, weekly and monthly management reports that tracked ten key statistics regarding client base.
- Typed and prepared 40-page legal contracts and letters for service and supplier agreements.
- Managed eight phone lines and directed more than 100 incoming calls daily.
- Prepared annual and quarterly bulk mailings with 5,000 to 15,000 letters and packets with no returns.

A flexible, dedicated team player with outstanding customer service, word processing, organizational and telephone skills who is detail oriented and responsive to change.

ACCOMPLISHMENTS

- Recorded patient information including admission, treatment program, insurance coverage and discharge plans.
- Scheduled in-home visits for five medical and rehabilitation services, serving 500 patients per month.
- Coordinated multi-disciplinary staff conference luncheons and meetings, and prepared agendas and case documentation.
- Wrote a procedure manual for professional service assistants that was utilized for new employee orientation.
- Prepared and distributed information packets on a bereavement program, volunteer service and insurance coverage.
- Edited and sent press releases to announce training programs and agency events.
- Managed accounts payables and receivables for a small private company generating \$150,000 in annual revenues.
- Coordinated mandated CPR certification training class enrollment and scheduled attendance for 200 staff per year.
- Typed 20 Superior Court reports per day, including judges' orders and probationary reports on cases related to welfare fraud, child support, theft, burglary and murder.
- Transcribed notes from patient assessment documents onto required forms for physician reporting.
- Coordinated two volunteer recognition dinners, including catering arrangements, awards and door prize donations.
- Prepared and distributed information packets to prospective volunteers.
- Organized 20 volunteer training manuals for a hospice program.
- Filed all patient documents regarding services provided, referrals and physician reports and orders.
- Contacted various courts to track information on the disposition of individuals involved in legal cases.
- Calculated mortgage payments and computed amortization schedules for residential loans in two states.

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EXPERIENCE

Professional Nurses Inc., Los Angeles, California

1997-2007

Hospice Secretary (2000-2007)

Served as an administrative assistant to a hospice program director and staff for one of Los Angeles County's largest home-care agencies.

Professional Service Assistant (1997-2000)

Organized assignment schedules and caseload information for 29 rehabilitation services staff members.

Jensen Mortgage Company, Whittier, California

1996-1997

Customer Service Representative

Managed customer inquiries regarding loan applications, property tax rates, and payment amounts and schedules for a home mortgage company.

Orange County Probation Department, Santa Ana, California

1993-1996

Clerk-Typist II

Responsible for clerical support to officers handling all Orange County adult probation cases.

EDUCATION

Sawyer School of Business, Elizabeth, New Jersey

Secretarial course

Cypress College, Cypress, California

WordPerfect 5.1 Course