

**MARY JONES**  
**123 Any Street**  
**Any City, State 55555**

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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, which 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-Present

**Hospice Secretary (2000-2009)**

Serve as 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