

Wendy R. Gilbert

479 Taliaferro Drive
Berkeley, CA 94707
415-555-3032

OBJECTIVE: Marketing Department Administrative Assistant

RELEVANT EXPERIENCE AND SKILLS:

Office Experience

- Managed an office staff of four in a busy mid-town telemarketing firm.
- Developed a new filing system, including organizing files for off-site storage.
- Served as Key Operator for all office machines, including photocopiers, adding machines and typewriters.

Computer Knowledge

- Trained subordinates in popular business software programs such as WordPerfect, Lotus 1-2-3, and dBase.
- Developed a contact management system using Polaris PackRat software, increasing productivity for management.

Communication & Telephone Skills

- Answered and routed telephone calls, never leaving a person on hold unattended for more than one minute.
- Selected as the voice for company's voice-mail system.
- Assisted in writing training manuals for office procedures.

EMPLOYMENT:

Computer Solutions

Administrative Assistant

Berkeley, CA
1990 to Present

Aaron Telemarketing, Inc.

Administrative Assistant

Berkeley, CA
1988 to 1990

Aaron Telemarketing, Inc.

Receptionist

Berkeley, CA
1987 to 1988

EDUCATION:

CareerCom Business School

Associate of Arts degree in Office Management

Berkeley, CA
1989

REFERENCES: Available upon request