

Jolene Jones

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Office Manager

Office manager with extensive computer networking experience seeks new challenges. Expertise in personnel administration, report preparation, website management and meeting agenda coordination. Solid multi-tasking abilities, with a keen eye for detail.

Strengths and Accomplishments Summary

- * Project management for executive assistants
- * Document proofreading, editing, formatting
- * Administrative team supervision
- * Contract proposal coordination
- * Database management and maintenance
- * Deadline-oriented (no deadlines ever missed)
- * Management of in-house correspondence
- * Document production coordination
- * Meeting and project timeline coordination
- * Network administration and maintenance
- * Works efficiently with little supervision
- * Excellent verbal/written communications

Highly Skilled in Adobe Photoshop, Acrobat and Microsoft Office Software

Professional Work History

2003 – Present, **Executive Assistant/Office Manager**, PMC, Rancho Cordova, CA

Office Management

- Performs administrative duties for various levels of executives at multiple offices for a municipal consulting firm with 130+ employees
- Operates postage meter machine and answers multiple phone lines and faxes
- Maintains in-office printers and other office equipment
- Manages and maintains 3 corporate mailboxes, handling over 200 messages daily (internal service provider, workload and marketing mailboxes)
- Maintains company's internal and experience databases

Document and Project Report Production

- Coordinates all aspects of every project to ensure accuracy and expediency, including compiling, formatting, proofreading, editing, printing and publishing reports, proposals and documents of up to 3,000 pages
- Assists executives in the production of an average of 10 proposals a week
- Provides input toward the development of new business proposal documents in response to potential client requests
- Coordinates with the operations and contract management team for contract-related proposal items
- Assists business development department by updating companies' contracts
- Edits and disseminates all executive correspondence to clients

Administration

- Serves as internal service provider for all 130+ company employees
- Supervises and manages the workload of a 6-member administrative team, including the assignment of proposals and the composition of project teams
- Coordinates mail-merges, mass mailings and certified mailings
- Maintains and schedules company conference calls/conference room calendars
- Works with various departments to obtain accurate and up-to-date responses to client queries
- Serves as a liaison between management and clients
- Attends corporate-wide meetings to stay abreast of company developments
- Manages all company proposals
- Performs a variety of human resource functions (benefit documentation, etc.)
- Oversees vendors to ensure all insurance and contractual agreements are met
- Implemented a number of efficiency-improving measures, resulting in greater productivity that helped the company grow from 55 to over 200 employees:
 - * Created office templates to improve document production and dissemination
 - * Built an administrative database to improve conformity of documents
 - * Assisted in policy and procedure creation to make administration more efficient
 - * Developed and implemented new in-office print logs to improve data gathering

2001 – 2002, **Hospitality Worker**, Denny's Restaurant, Rancho Cordova, CA

- Worked as server to help fund college tuition

1997 – 2001, **Information Systems Technician/Help Shift Desk Supervisor**, United States Navy, San Diego, CA

- Installed and maintained network comprised of 150 classified computers and 1,000 non-classified computers
- Served as network administrator and provided IT support for 3,500+ officers and enlisted personnel deployed at sea
- Handled technical troubleshooting within a shipboard environment, including systems crashes, slow-downs and data recoveries
- Engaged and tracked Priority I issues, with responsibility for the timely documentation, escalation, resolution and closure of trouble tickets
- Rewarded with four promotions during 4-year military career
- Awarded Humanitarian Sea Service Medal for helping citizens of East Timor

Education and Coursework

- 2001 – 2003, American River College, Sacramento, CA, General Coursework
- 1997, Graduated from Noyo High School, Fort Bragg, CA