

# PATRICIA POST

123 South Street ~ Philadelphia, Pennsylvania 19131

215-555-4567

Patricia.Post@hotmail.com

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## PROFESSIONAL SUMMARY

Self-motivated, reliable, and hard-working professional with over ten years of work experience and proven expertise in project management, client service, and executive support. A seasoned Administrative Assistant with working knowledge of Microsoft Office Suite and an outstanding ability to work effectively with others plus excellent organizational, communication, and problem-solving skills.

## EDUCATION

SAINT JOSEPH'S UNIVERSITY, Philadelphia, Pennsylvania  
*Bachelor of Science, Organizational Development & Leadership Studies*, May 2006

COMMUNITY COLLEGE OF PHILADELPHIA, Philadelphia, Pennsylvania  
*Associate of Applied Science, Paralegal Studies*, May 2001

## EMPLOYMENT HISTORY

PHILADELPHIA GAS WORKS, Philadelphia & Fort Washington, Pennsylvania 2001 – 2004  
*Legal Secretary*

- Provided administrative support to three senior attorneys.
- Maintained and updated a database cataloging all formal complaints from the public against Philadelphia Gas Works and provided complaint documents to the Pennsylvania Public Utility Commission.
- Delegated tasks to a team of 5 support staff in order to prepare annual government-required Gas Cost Rate filings within a short deadline.
- Processed invoices using Oracle Receivables and Payables. Ordered office supplies and prepared expense reports using Microsoft Excel.
- Used ADP to track hours worked, vacation, sick leave, and holiday time for the department.
- Set up and maintained a calendar for lawyers' hearings and meetings using Microsoft Outlook.
- Served as back-up to the Executive Secretary of the General Counsel.

GLAXOSMITHKLINE (through Kelly Service Staffing), Philadelphia, Pennsylvania 2001  
*Legal Administrative Assistant, Corporate Law Department (Temporary)*

- Supported two senior attorneys, senior administrative assistant and paralegal.
- Copied, updated, and faxed legal contracts for review by in-house paralegal and lawyers.

*Administrative Assistant, Sales Department (Temporary)*

- Entered sales orders and customer contact information for the salesforce using a Microsoft Access database.
- Developed a filing system to improve organization, accuracy, and ability to update sales data.

PRICEWATERHOUSECOOPERS (through Kelly Service Staffing), Philadelphia, Pennsylvania 2000 – 2001  
*Receptionist / Administrative Assistant (Temporary)*

- Greeted clients visiting The Zone, a state-of-the-art facility showcasing the company's various technology solutions.
- Organized meeting rooms, conference calls and catering requests for management.

YOUTH SERVICE, INC. (through Randstad Temporary Staffing), Philadelphia, Pennsylvania 1999 – 2000  
*Secretary*

- Provided general administrative support to the Director and staff of the Foster Care Department of this non-profit agency.
- Typed and distributed reports for social workers and supervisors on 68 foster care children and 60 sets of foster parents.

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## EMPLOYMENT HISTORY

FIRST UNION CAREER CENTER (through Randstad Temporary Service), Philadelphia, Pennsylvania 1999  
*Word Processor / Administrative Support Staff (Temporary)*

- Posted job openings for displaced employees of First Union Bank and CoreStates.
- Assisted clients in effectively using the Internet for their job searches.
- Formatted resume content supplied by the career counselors.

PARK HYATT PHILADELPHIA AT THE BELLEVUE, Philadelphia, Pennsylvania 1996 – 1999  
*Reservation Agent*

- Answered incoming calls and processed reservations using the hotel's in-house computer reservation system.
- Provided potential guests with information on the hotel's amenities, pricing, special offers, and hotel policies.
- Processed group bookings for sales managers.

## TECHNICAL SKILLS

- ADP
- Corel WordPerfect
- Lotus Notes
- Microsoft Office Suite
- Oracle