

# Administrative Functional Resume Sample

## Julie Zhang, B.A.

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### SUMMARY OF QUALIFICATIONS

Results focused, client-oriented Administrative Assistant with extensive experience working in a high-volume, deadline-driven environment. Proven ability to work under pressure and remain focused during constant interruptions. Self-motivated and self-directed, improved the efficiency and accuracy of the office by restructuring the organizational flow. A multi-tasker, with excellent communication skills; sensitive to the needs of students, staff and faculty; developed writing materials which are being used to promote the Faculty of Medicine.

### KEY WORDS

◆ Administration ◆ Customer-Service Oriented ◆ Organization ◆ Multi-tasker

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### KEY ACCOMPLISHMENTS

#### Office Organization & Support

- Managed the department's journal collection; took the initiative to learn about the system used by medical libraries to categorize materials and set-up the same system for the departments, greatly enhancing access to information from these sources by staff and students.
- Ensured office equipment ran smoothly and properly and managed the inventories, ordered equipment and supplies. Created a more efficient monitoring process that enabled the quick identification of items and materials that needed to be restocked.
- Coordinated a better security system for staff, faculty and students by initiating mandatory Radiation Badges upon arrival.

Ensured the patient record filing systems were in good order and scheduled appointments with the utmost confidentiality and highest standards of sensitivity.

#### Communication & Customer Service

- Played a key role in the drafting of promotional materials for the department. Created the template for marketing materials to prospective faculty that continues to be used as a principal information document for recruitment.
- Consistently dealt with confidential information and services; maintained the highest standard of discretion when handling caseloads concerning staff, faculty and students.
- Effectively handled incoming inquires from visitors at the Front Desk, and by e-mail and phone; quickly identified and ensured that they were received by the appropriate staff and faculty members in the department.
- Provided high quality services by personally greeting arrivals and professionally determining the nature of the enquiry.
- Prepared orders for frames and contacts with 100% accuracy and assisted patients with their initial selections prior to consultation with the optometrist.

#### Computer Proficiency

- Tracked and inputted debit memos, purchase orders, and purchase requisitions using FIS financial functions, facilitating the smooth operation of administrative financial management.
- Demonstrated thorough knowledge in Access and prepared spreadsheets for management.

## WORK HISTORY

University of Toronto, Faculty of Medicine, Medical Genetics & Microbiology 2008-Present

### **Administrative Assistant**

Provide assistance to staff, faculty, and students in the department and ensure that the daily routine of administration is handled efficiently and confidentially for graduate and undergraduate program.

David Ko Optometry 2005-2008

### **Receptionist**

Provided superior administrative support for a busy downtown optometry office by assisting the patients in the fitting and selecting of their frames and contact lenses. Entrusted with the organization and planning of the daily work schedules for staff and Doctors. Coordinated and handled daily office duties and scheduled appointments for patients.

## EDUCATION & PROFESSIONAL DEVELOPMENT

### **York University, Bachelor of Arts (Sociology), 2006**

- ROSI: Basic Courses, Organizational Development & Learning Centre, Present
- The Student Experience Course Series, Organizational Development, 2009 & Learning Centre
- FIS Training, Organizational Development & Learning Centre, 2008
- Desktop Applications Course and Access Certification ODLC, 2007

## AFFILIATIONS

**Take Our Daughters & Sons To Work Day**, Event Volunteer 2007-2010  
**Alzheimer Society of Canada**, Fundraising Committee 2006-2009  
**Parent Teaching Association**, Our Lady Of Lourdes 2003-2007  
**Canadian Amateur Golfers Association**, Member 2001-2005