

# *Administrative Chronological 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 (Optional)**

◆ **Administration** ◆ **Customer-Service Oriented** ◆ **Office Organization** ◆  
**Communication**

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## **PROFESSIONAL EXPERIENCE**

University of Toronto, Medical Genetics & Microbiology

2008 – Present

### **Administrative Assistant**

- Play 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.
- Manage the inventories, ordering of equipment and supplies. Created a more efficient monitoring process that enables the quick identification of items and materials that need to be restocked.
- Manage 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.
- 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.
- Consistently deal with confidential information and services; maintain the highest standards of sensitivity when handling caseloads concerning staff, faculty and students.
- Carry out standard FIS financial functions and facilitate the smooth operation of administrative financial management.

David Ko Optometry

2005 - 2008

### **Receptionist**

- Provided high quality customer service by personally greeting arrivals and callers and professionally determining the nature of the enquiry.
- Ensured the patient record filing systems were in good order and scheduled appointments in a timely manner.

Prepared orders for frames and contacts with 100 % accuracy and assisted patients with their initial selections prior to consultation with the optometrist.

## EDUCATION & PROFESSIONAL DEVELOPMENT

### **Organizational Development & Learning Centre**

ROSI: Basic Courses, Present

The Student Experience Course Series, 2009

FIS Training, 2008

Desktop Applications Course and Access Certification, 2007

### **York University**

Bachelor of Arts 2002

## AFFILIATIONS

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