

JOB QUALIFICATIONS

Seasoned and resourceful administrative professional with impressive communication skills and a solid understanding of company business objectives. Exhibit a positive attitude and excellent organizational skills, combined with extensive Executive level support.

PROFESSIONAL EXPERIENCE

Gilbane Incorporated, Boston, MA

Executive Assistant/Administrative Manager

November 1995 – April 2010

- Was responsible for oversight of Chairman's office. Handled all high-level contacts, PR, and communications for the Chairman's office. Prioritized and effectively followed up on multiple inquiries, including those of a sensitive and confidential nature. Determined appropriate course of action, referral, and responded in a timely manner.
- Arranged complex national and international travel accommodations for the Chairman, and scheduled them in his calendar. Processed expense vouchers, invoices and other travel expenses with attention to detail.
- Successfully managed a \$500,000 budget for all aspects of the company's luxury hospitality suite at Fenway Park and coordinated more than 1,800 tickets per season. Liaised with The Boston Red Sox and Aramark Catering. Assisted with all entertainment for the suite, including food and beverages selections.
- Planned and coordinated high level events, which included the Corporation's 100th Anniversary celebration, luncheons with key Boston City officials, and all other corporate functions.
- Managed day-to-day facility operations, particularly in relation to the main building and its premises. Responsibilities ranged from ordering office supplies, choosing printing vendors based on cost and quality, organizing FedEx and UPS deliveries, managing waste and recycling removal, overseeing fire alarm inspections, to controlling all other operational duties. Authorized invoices for payments to various vendors.
- Interacted professionally and effectively with internal and external customers at all levels via telephone and email communication. Ensured successful communication by actively listening and using probing questions as needed.
- Worked collaboratively within a team; anticipated needs and proactively worked to meet each departments' goals with a great deal of autonomy and professionalism.
- Shared knowledge and encouraging development of others to achieve specific team goals.

Bay State Health Care, Cambridge, MA

Corporate Executive Assistant

October 1992 – September 1995

- Provided high level of administrative support to the CEO and fully assisted the executive team.
- Addressed inquiries, unresolved problems, errors and ad hoc issues; exercising considerable judgment with the responsibility for analyzing such issues and developing resolutions. Provided information and made referrals.
- Identified the need for a records management program. Designed and planned implementation of this 6 month long project while working with the IT Department and other team members.
- Planned and organized board meetings - provided packets of up-to-date information and briefings for the meetings.
- Attended senior management meetings, developed agendas, wrote meeting minutes, and advised senior management of in-progress agenda items.
- Represented the Executive Office in communications with state regulators, consultants, provider-subscribed communities, and the work force.

Corporate Administrative Assistant

August 1988 – October 1992

- Managed all executive level administrative tasks, scheduled meetings, and participated in conference calls.
 - Provided executive-level administrative support to the Executive Director and demonstrated the ability to improvise, meet specific deadlines, and improve procedures.
 - Coordinated preparations for board meetings with five subsidiary corporations.
 - Arranged and confirmed organizations' annual calendar to include board meetings, and events.
 - Designed and created database to track physician-credentialing data of a Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accredited treatment facility to comply with State regulations.
 - Researched five years of corporate state filings for five subsidiary corporations. Verified and documented board member information - executed over 16 Annual Filings to bring Corporations into compliance with State regulations.
 - Tracked and prepared current Annual State filings for all corporations to maintain compliance laws and regulations.
 - Coordinated and executed accounts payable, including weekly check processing and reconciliation reports.
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EDUCATION BACKGROUND

B.S. in Administration from Suffolk University, Boston, MA

May 1995