



University of Maryland University College

Mark Smith

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OBJECTIVE

Seeking an Executive Assistant position with and international non-profit company

PROFESSIONAL PROFILE

- Attention to detail; analytical approach to documentation and record keeping
- Ability to multi-task with ease in fast-paced, deadline-driven environment
- Proven track record of process improvements to enhance productivity, cost-efficiency, and overall program effectiveness
- Persistence and tenacity in finding solutions to operational challenges
- Loyalty and strong work ethic; ability to work equally well independently or collaboratively

SKILLS

Customer Service, Program Coordination, Policy Enforcement, Account Reconciliation, Product Promotion, Scheduling, Database Management, Event Planning and Coordination, Materials Management, Site Inspection, Brochure and Newsletter writing, Microsoft Office.

EMPLOYMENT HISTORY

Food Bank of America, AnyCity, MD

Agency Relations (2001-Present)

- Plan, develop and coordinate the operation of customer service activities to over 700 member agencies
- Enforce compliance of company rules and regulations by participating agencies to ensure smooth operation of duties
- Maintain and update member agencies' database
- Design and write best practices materials for proficiency tips to member agencies
- Design training material for staff on problem solving in customer service
- Coordinate the distribution of electronic monthly updates of product availability to agencies
- Schedule pick-ups and direct distribution of food to member agencies with thoroughness and timeliness to ensure efficiency
- Plan and coordinate of Annual Conference
- Design and update daily news bulletin
- Inspect Agency food Pantries and Soup Kitchens for compliance with state regulations and standards.

Uganda Revenue Authority, Kampala, Uganda

Field Officer 1998 -2001

- Performed a wide variety of assignments that required a high degree of administrative skills and knowledge of government tax policy, goals and objectives in order to enforce tax laws
- Examined and assessed taxes on imports and exports, Identified and reported fraudulent tax defilers

EDUCATION

Bachelor of Science - Business Administration (expected completion 2010)

University of Maryland University College, Adelphi, Maryland

Advanced Certificate in Business Studies, 1996

Business College, Anywhere, USA