

**Ellyn Cole**  
**Huntington Beach CA 92647**  
**714-702-9034**  
[ellynfred9021@gmail.com](mailto:ellynfred9021@gmail.com)

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**OBJECTIVE: Seeking a long-term Administrative Assistant position where I can use my people skills, along with my administrative office skills, in a company that values someone with a strong work ethic and a positive outlook.**

### **SUMMARY OF QUALIFICATIONS**

- Efficient and organized; able to take initiative and use solid judgment; pride myself on taking responsibility for smooth operation of daily job requirements
- Accurate organization/maintenance of calendars and travel arrangements
- Strong interpersonal skills; able to handle difficult situations with tact and diplomacy
- Integrity, honesty, and strong New England work ethic; “glass half full” attitude
- Reliable, dependable, always on time, job pride is paramount
- Outgoing personality and terrific sense of humor

### **SKILLS**

- Microsoft Office & WordPerfect (typing speed 67 wpm)
- Prepare letters and documents
- Excellent clerical support
- Proofreading – Outstanding grammar, spelling and punctuation skills
- Telephone Operator – answer, screen and direct calls efficiently
- Receive, sort and distribute mail accurately
- Ability to deal with queries from customers and public in a cordial, helpful manner
- Maintain appointment diary, either electronic or manual
- Schedule appointments and follow up to reconfirm if required
- Competency with Internet research
- Organize and maintain reception area in a professional and neat manner
- Inventory and ordering of all office supplies
- QuickBooks proficient

## **EXPERIENCE**

### **PROLOGIC, IT, Huntington Beach, CA**

#### **Office Coordinator/Accounting – July 2006 – April 2011**

The company provides Virtual IT Services customized to clients' needs and budget, including designing, implementing, integrating and maintaining clients' Information Technology needs.

- Performed all accounting functions, including AP, AR and Payroll using QuickBooks software and Intuit Assisted Payroll Service
- Served as office assistant, including fielding and routing calls to owners and support calls to engineers
- Assured smooth operation of office on a daily basis, including ordering of supplies and arranging for required maintenance
- Implemented efficient and cohesive filing system

### **TRADITIONAL MANAGEMENT CO., INC., Hanover, NH**

**(Management Company for REAL LOG HOMES® & TIMBERPEG® Products)**

#### **Administrative Assistant - July 1977 – April 2006**

- Administrative Assistant to CEO, CFO and in-house attorney with full responsibility for transcription of correspondence, answering and screening all telephone calls, and making travel arrangements
- Coordinated annual renewal agreements for a national network of over 300 Independent Representatives requiring organization and priority assessment skills. This portion of my position required interaction with 15 Regional Sales Managers located throughout the U.S.
- Daily interaction with employees at 9 sales offices and 6 manufacturing companies
- Managed all aspects of daily operations

## **EDUCATION**

- Graduate of Katharine Gibbs School, Boston, MA – Certified with Merit (Equivalent to a Secretarial Science Associate's Degree)