

# Mary Fera

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Home: 619.609.4022

## PROFESSIONAL EXPERIENCE

### **Community Hospital, San Diego, CA Foundation Associate, Development**

***April 2008 – Present***

- Supports development functions of organization through clerical and project coordination tasks.
- Develops and maintains donor database. Acts as liaison between this function and all internal and external data sources (i.e. mail houses, post offices and printers).
- Demonstrates proficiency in the operation of donor database and maintains accurate records of pledges and amounts received on a timely basis.
- Project coordinator for events and serves as liaison to Director, event committees and vendors.
- Coordinates production of all correspondence relating to Foundation and monitors production schedule as required (i.e. thank you letters to donors).
- Prepares all check request, purchase orders and requisition forms as necessary.
- Prepares written financial reports and written reports for departments' activities for distribution to Board, Administration, committees and other groups.
- Services in support capacity at all Foundation board meetings, events and committees.
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### **Surf Printing, San Diego, Ca Assistant Account Manager – Finance Fulfillments**

***September 2006 – April 2008***

- Developed financial portfolios, booklets and other financial marketing materials
- Thoroughly learned policies, procedures, requirements and standards for each account
- Maintained extensive records of inventory, fulfillments and monthly mailings
- Handled all management functions during management's absence

### **Major Regional University Hospital, San Diego, CA Program Coordinator/Executive Secretary - Department of Psychiatry**

***March 2002 – September 2006***

- Organized and planned Department's Grand Rounds Lecture Series Program.
- Maintained spreadsheets ensuring proper CME (Continuing Medical Education) credit.
- Executive Coordinator and Assistant to the Director of the Human Sexuality Program.
- Worked closely with senior faculty in an academic/research environment.
- Developed and organized documents necessary for Federal and Pharmaceutical grants.

- Coordinated domestic and international travel and transportation arrangements.
- Expedited all travel advances and expense reports.
- Managed front and back of clinical office.
- Demonstrated assertiveness (i.e., prioritized workload to support multiple full-time senior faculty members.

**Customs Brokerage, San Diego, CA**

**Customer Service Representative/Data Entry Manager, Import Department**

***February 1987 – November 1997***

- Achieved excellence in customer services and interpersonal skills.
- Supervised four subordinates implementing increased productivity.
- Team leader for a variety of importing accounts.
- Presented proper clearance documentation for U.S. Customs releases (AS400).
- Initiated communication to improve accurate and effective clearance.
- Thrived within fast-paced environment.

**STRENGTHS AND SKILLS**

Reliable, with strong work ethics. Dependable and competent. Quick learner. Excellent interpersonal, written and oral communication. Accepts supervision well, effectively supervises others, ability to effectively multi-task and works well as a team member.

***Microsoft Word, Excel, Outlook Express and SAGE Fundraising***

***References available upon request***

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# Mary Fera

## Administrative Assistant

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**Profile:** Administrative professional with progressive experience supporting senior level executives and board members in areas such as project coordination, meeting and event planning and time management. Proven ability to manage multiple projects in a fast paced work environment. Fosters positive relationships internally across all levels of management and externally with clients and business professionals.

### Highlighted Areas of Expertise

- Adept at Assuming New Responsibilities
- Administrative Planning and Coordination
- Demonstrates High Level of Initiative
- Strong & Proven Work Ethic
- Detailed Event Coordination
- Microsoft Word, Outlook Express and Excel

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### Administrative Experience

#### Assistant to Senior Vice President of Clinical Effectiveness and Medical Affairs

Regional University Hospital, San Diego, CA

April 2009 to Present

- Quickly executed process for efficient management of the Senior Vice President's agenda via Microsoft Outlook Express and established scheduling protocols and procedures.
- Initiated and implemented a procedure of securing all meeting documents and data with a lead time of two days in order to provide the Senior Vice President time for review and preparation.
- Successfully coordinates multiple monthly board and committee meetings.
  - Independently prepares draft of board agendas and finalizes same with senior management.
  - Schedules with advance notice and coordinates all speakers and presentations.
  - Attends all meetings and provides support in the way of accurate recording and timely distribution of minutes.
- Coordinates the registration process for attendance of up to 250 physicians to monthly education programs.

#### Foundation Associate, Development

Community Hospital, San Diego, CA

April 2008 to April 2009

- Increased sponsorship donations by 18% through initiating and cultivating new relationships between the Foundation and Business leaders.
- Instituted a proactive process for analyzing donor pledges and following through on receipt of payments.
- Coordinates weekly correspondence, including donor thank you letters, and monitors the project schedule to ensure accurate and timely communication with donors.
- Successfully secured a new creative firm to develop marketing material for the Foundation's annual charity ball. This resulted in exceeding expectations of presenting a new sophisticated image for fundraising efforts.
- Negotiated an agreement with a new printing vendor saving \$13,000 annually.
- Maintains confidential donor database utilizing the Sage Fundraising 50 software. Project coordinator for events and serves as liaison to Director, event committees and vendors.
- Serves in support capacity at Foundation board and committee meetings and during fundraising events.
- Provides regular budget analysis, via excel programs of Foundation expenditures.

### **Assistant Account Manager, Finance Fulfillments**

**Surf Graphics, San Diego, CA**

**September 2006 to April 2008**

- Developed financial portfolios, booklets and other financial marketing materials.
- Thoroughly learned policies, procedures, requirements and standards for each account.
- Maintained extensive records of inventory, fulfillments and monthly mailings.

**Major Regional University Hospital, San Diego, CA**

**March 2002 to September 2006**

*(Hired from temporary to full time and promoted two levels within six months)*

### **Executive Coordinator and Executive Secretary, Department of Psychiatry**

- Organized and planned Department's Grand Rounds Lecture Series Program.
  - Revitalized this twice-monthly Lecture Series Program, increasing attendance by over 200%.
  - Maintained official physician attendance records via excel spreadsheets for the designation of required Continuing Medical Education credit (CME).
  - Acted as liaison with CME officials to verify physician credits.
- **Coordinated the Department of Psychiatry's Annual Conference**
  - Secured 30 speakers from both the United States and Europe to participate in this five-day conference attended by 500 medical students.
  - Coordinated logistics for speakers including travel, hotel, scheduling, meals and fees.
  - Provided on site logistical conference support including efficient daily registration of 500 medical students.
- **Provided administrative support to three psychiatrists**
  - Accurately transcribed of psychiatric evaluations and efficiently scheduling patient appointments.
  - Prioritized workload to support multiple full-time senior faculty members.

### **Customer Service Manager**

**Clothing Recycling Inc., San Diego, CA**

**November 1997 to March 2002**

- Managed customer service dept. and successfully increased clothing volume via marketing campaigns.

### **Customer Service and Data Entry Manager, Import Department**

**Customs Brokerage, San Diego, CA**

**February 1987 to November 1997**

- Met or exceeded the fulfillment of time sensitive documentation and US Customs release to clear imports by their estimated date of arrival to the United States.
- Initiated communication and fostered productive relationships with all parties, including US Customs, to improve accurate and effective import clearance.
- Successfully supervised a staff of four and provided support to increase productivity.
- Appointed as Team leader, managing a volume of 120 daily entries for a variety of import accounts.

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## **Software**

*Microsoft Word • Legal Word • Excel • Outlook Express • SAGE Fundraising 50*

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## **Education**

**San Diego City College, San Diego, CA**

Completed Creative Writing, English & Desktop Publishing courses