

Henry Carmichael

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Objective: Administrative Assistant

Summary of Qualifications

Administrative Support

- Typed letters, memos and forms, ensuring accuracy of grammar, punctuation, spelling and format
- Accurately type 40 wpm
- Coordinated large mailings by assembling and collating materials
- Reorganized and maintained alphabetical and chronological filing systems
- Scheduled appointments, business meetings and travel accommodations
- Ordered and inventoried office supplies and equipment
- Experienced in the use and basic troubleshooting of various office equipment, including computers, printers, copiers, faxes, scanners and postage meters

Public Contact and Communication Skills

- Speak and write fluent Spanish; know basics of American Sign Language
- Explained in Spanish and English information about programs, processes and procedures
- Managed busy phones: took messages and referred callers to appropriate party
- Responded to angry, upset customers by using patience and listening skills
- Researched, prepared and edited company newsletter and promotional materials
- Attended meetings and prepared minutes

Computer Experience

- Experience using Word, Excel, Access, PowerPoint, PageMaker, FrontPage, Internet and E-mail
- Designed and created various documents: newsletters, brochures, flyers, spreadsheets, graphs, tables, reports, letters, and memos
- Created new, and updated existing, web pages using FrontPage
- Used database software to enter/retrieve information and create customer lists

Relevant Experience

General Office Clerk – Holten Company, Portland, OR (2000 - Present)

Receptionist/Typist – XYZ, Inc., Troutdale, OR (1999 - 2000)

Office Assistant – Access Center, Gresham, OR (1997 - 1999)

Education

Associate of Arts, Oregon Transfer Degree - Portland Community College, 2004