

ROBERTA SMITH

robert.smith@yahoo.com | 778-772-1234 | North Vancouver, BC V7M Q2F

PROFESSIONAL SUMMARY

Industrious and forward-thinking Office Manager/Executive Assistant with 10 years of experience in a large complex collaborative organization. Capable of smoothly handling strategic planning, operational and administrative requirements. Engaging and personable self-starter with the ability to be results-driven and hardworking. Excellent relationship building and customer service skills with all vendors, clients, associates, staff, and VIP's. Committed to making a difference.

WORK HISTORY

AVT INDUSTRIES . North Vancouver, BC

OFFICE MANAGER/EXECUTIVE ASSISTANT | 01/2011 - 01/2020

- Managed office of non-profit company with 40 + staff and assisted two very busy Directors with day to day operations
- Ran smooth daily operations of entire office including looking after front desk and incoming clients, maintained a safe and professional environment, liasoned with IT team, building managers and facilities internal and external vendors.
- Managed email correspondence, client database, operational budgets for office
- Handled all administrative functions which helped support high level clients, vendors and the TED Team.
- Consulted with company management to assess requirements for several renovation projects and office moves
- Multitasked multiple projects and daily office operations with a positive can do attitude
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of the team
- Provided support with payroll management, staff vacation requests and team building events
- Calendar management, meeting support and travel arrangements for the senior team

SKILLS

- Proficient in all Microsoft Office applications
- Smooth full circle office operations
- Detailed oriented and organized
- Teamwork / Collaboration
- Expense reporting
- Health & Safety liaison
- Strategic planning
- Budgeting
- Excellent in oral/written
- Event Production
- Self Motivated
- Policy and procedure modification
- Negotiating of vendor contracts
- Work Culture event producer
- Excellent multi-tasking ability
- Excellent negotiating skills

EDUCATION

UBC

Sales And Marketing

MARIE TOMKO BUSINESS SCHOOL

Business Administration

SFU

Human Resources Management

ACCOMPLISHMENTS

- Streamlined workflow by consolidating lengthy processes and redundant documentation that resulted in more effective and timely completion of staff HR requests
- Collaborated with team of 40+ in the development of TED 2011 through 2019.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Documented and resolved recycling issues which led to a 50% reduction in our garbage
- Integrated work culture and recognition programs into the office for all 40+ staff
- Created new best in class client experience protocol

AFFILIATIONS

- Member, Office Manager's & Administration Association 2010 to Current
- www.linkedin.com/in/robertasmiht_456782

ADDITIONAL INFORMATION

- Health & Safety Team Leader
- Earthquake & Disaster Management Team Leader
- SPCA Volunteer
- Vancouver Skating Club Volunteer Event Producer
- Harvest Project Volunteer

CERTIFICATIONS

- Emergency First Aid & CPR/AED
- Unconscious Bias Training
- Lumina Training Program
- Barefoot Brainstorming Certification