

# RESUME\_TEMPLATE

## Travel Agent

### OBJECTIVE

IAAP certified Personal Assistant with 7+ years of experience providing excellent administrative service; organized, efficient, excellent communication skills with certifications in office administration, MS Office, QuickBooks, Asana and Salesforce plans to leverage abilities and establish a career in Operations.

### EXPERIENCE

2016-Present

**PERSONAL ASSISTANT**- MFMs Inc., Sydney, Australia.

- Filters e-mails.
- Sets appointments and meetings.
- Manages calendar to ensure there are no conflicts.
- Handles and screens phone calls.
- Prepares presentation materials using MS Office.
- Conducts preliminary research on chemical industry developments and updates.
- Sends reminders on upcoming payables.
- Books tickets and makes travel arrangements.
- Navigates Internet for recommendations on restaurants.
- Handles transportation arrangements.

2013-2016

**PERSONAL ASSISTANT** – Modern Arts Contact Center, Sydney, Australia.

- Set appointments and meetings.
- Transcribed audio on hearings, interrogations, and depositions into text format.
- Conducted legal research.
- Prepared case briefs.
- Filtered E-mail.
- Prepared and organized case presentations via MS Office.
- Handled and screened phone calls.
- Finalized travel, transportation, and lodging arrangements
- Decided for lunch and dinner reservations.
- Carried out personal errands, shopping, payment of bills and follow-up on laundry.

2011-2013

**PERSONAL ASSISTANT** – My Dream Contact Solutions, Sydney, Australia.

- Managed both work and personal phone calls.
- Transcribed audio on meetings, interviews, and seminars into text format.
- Scheduled appointments.
- Managed social media accounts.
- Organized all files, documents and important company papers.
- Prepared presentation materials using MS Office.
- Scheduled virtual conferences using WebEx or GoToMeeting.
- Set up Project Management workplace for remote employees via Asana.
- Made travel, transportation, and lodging arrangements.
- Booked reservations at recommended restaurants.
- Carried out personal errands: shopping, payment of bills and follow-up on repairs and home maintenance work.

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### EDUCATION

2009-2011

**Associate Degree, Business Administration** – Sydney, Australia.

2000-2009

**High School** - Sydney, Australia.

### COURSES

- Certified; Office Assistant, International Association of Administrative Professionals
- Certified; Office Administration
- Certified; MS Office
- Certified; QuickBooks
- Certified; Asana
- Certified; Salesforce

### SKILLS

- 9 years' work experience as a Personal Assistant
- Associate Degree, Business Administration
- Certified; Office Assistant, International Association of Administrative Professionals
- Certified; Office Administration
- Certified; MS Office
- Certified; QuickBooks
- Certified; Asana
- Certified; Salesforce
- Highly Organized
- Efficient
- Excellent communication skills
- Pleasant disposition
- Punctual