

LINDA P. CHINN

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EXECUTIVE or ADMINISTRATIVE ASSISTANT

Summary of Qualifications

Diligent and highly competent administrative professional with 15+ years of experience demonstrating a full range of administrative support. **Organized and proactive** in providing timely, efficient and accurate care in support of executive staff, senior managers and work colleagues. Approachable and well-presented maintaining a positive demeanor. **Reliably combines a results-focused work ethic** with positive problem solving strengths. Proven consistency in generating innovative ideas and solutions. **Notoriety in achieving appreciation by others** for willingness to undertake any administrative support challenge.

Successful Results

General Administrative Support

- Earned “outstanding” ratings on annual reviews for the past 9 years. Recognized for work excellence, organizational strengths and exceptional customer service delivery.
- Excelled within deadline-intensive environment, ensuring the accurate and on-time completion of all projects.

Sales Management

- Exceeded \$3M annual sales objective by 3% through the development of personal selling techniques.
- Increased weekly revenue by \$256k by developing strategy to target specific customer needs and identifying potential for missed revenue.

Customer Care

- Increased weekly sales objective of \$64K by 5%.

Key Skills Summary

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|--|------------------------|---------------------|
| • Organizational, Administrative & Analytical Skills | • Mail Distribution | • Microsoft Word |
| • Administrative Writing | • Records Management | • Travel Logistics |
| • Time Management | • Report Preparation | • Types 60+ wpm |
| • Multi-tasking | • Verbal Communication | • Scheduling |
| • Spelling & Proofreading | • Problem-Solving | • Microsoft Excel |
| • Microsoft PowerPoint | • Process Management | • Marketing & Sales |
| • Event Planning | • Supply Management | |

Technology Proficiency

- | | | |
|-------------------|------------------------|---------------------|
| • Microsoft Word | • Microsoft PowerPoint | • Microsoft Outlook |
| • Microsoft Excel | • Lotus Notes | • Microsoft Windows |

Relevant Work Experience

EXECUTIVE ADMINISTRATIVE SUPPORT, BUSINESS OPERATIONS & CUSTOMER CARE

- Provides direct executive and administrative support within a busy workplace to executive staff and up to six management team staff member, including the Human Resources department.
- Designs, writes and implements administrative procedures to reduce redundancy streamline processes and improve daily operations.

- Negotiates hotel and vendor contractual rates to support meetings and company functions.
- Oversees front-office operations to provide impeccable customer service.
- Organizes business travel, itineraries and accommodations for executive and senior staff.
- Manages executive team's calendar; plans client meetings; prepares reports, spreadsheets and presentations; and manages records.
- Designs customer-specific quality plans to prevent/mitigate quality defects in processes and procedures.
- Authors correspondence, email and standard forms.

COMMUNICATIONS: REPORTS, PRESENTATIONS & PAYROLL

- Prepares complex reports while ensuring full compliance with company requirements and deadlines.
- Applies account manager order management reporting and customer formal contract quality requirements.
- Maintains time and attendance for corporate and field offices.
- Assisted in the formation of the 401k Savings Plan and Savings Bond Program.
- Answers telephones, direct calls and greets visitors.

BUDGETS, FACILITATION & LOGISTICS

- Prepares budgets, organizes and procures logistics in support of company-wide functions.
- Acted as liaison between management and staff workers.
- Reconciles electronic inventories of all parts, supplies and products.

EVENTS COORDINATION/SALES MANAGEMENT

- Coordinates office social and special event activities.

Work History

USCARRIER TELECOM, LLC – Atlanta, Georgia	2003 to 2012
<i>Administrative Assistant</i>	
VERIZON LOGISTICS – Atlanta, Georgia	1998 to 2001
<i>Quality Manager (2000-2001)</i>	
<i>Assistant Data Specialist (1999)</i>	
<i>Customer Service Specialist (1998)</i>	
FRANKLIN & WILSON AIRPORT CONCESSIONS- Atlanta, Georgia	1994 to 1997
<i>Concourse Manager (1996-1997)</i>	
<i>Store Manager (1995)</i>	
<i>Assistant Manager (1994)</i>	
RICH'S DEPARTMENT STORE – Smyrna, Georgia	1992 to 1994
<i>Senior Sales Associate (1993-1994)</i>	
<i>Sales Associate (1992)</i>	

Education & Training

BEACON UNIVERSITY: Institute of Ministry – Columbus, Georgia	2001 to 2006
<i>Doctor of Ministry</i>	
PROFESSIONAL DEVELOPMENT CAREER INSTITUTE – Norcross, Georgia	1998 to 2000
<i>Interior Decorating Diploma</i>	
HARTFORD COLLEGE FOR WOMEN - Hartford, Connecticut	1978 to 1980
<i>English Major</i>	