

WORKFORCE **1**

SAMPLE FUNCTIONAL RESUME

Nancy Yancy
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SUMMARY

- Executive Assistant with ten successful years providing quality administrative support to senior level executives and directors. Extensive experience coordinating and overseeing presentations, meetings, special events and projects. Outstanding organizational and problem-solving abilities with strong background in office management, project coordination, presentation preparation and staff training. Excellent customer service, communication and technology skills with computer proficiency.

CAREER EXPERIENCE

Administration

- Research, compose and package proposals for funding agencies.
- Coordinate and manage summits, meetings, conference calls and special events.
- Prepare PowerPoint presentations and update Excel spreadsheets for internal and external distribution and training.
- Supervise and train administrative assistants.
- Draft and type correspondence, manage reports, handle extensive travel arrangements.

Training and Development

- Prepared and disseminated nationwide training programs for XXX Corporation.
- Instructed 20+ technical and user personnel in classroom settings throughout the Northeast.
- Provided training to clients to administer computer literacy assessments to students seeking college admission.

Customer Service

- Processed orders and ensured accurate information was distributed and documented.
- Served as a liaison between customers and businesses to ensure the quality of services.
- Coordinated and supervised installations, upgrades, disconnections and relocations of new and existing clients.
- Prepared tracking spreadsheet via Excel to monitor daily work schedules.

CAREER HISTORY

2002 – 2007	Executive Assistant	YYY Corporation	New York, NY
2000 – 2002	Program Assistant	AAA Company	New York, NY
1998 – 2000	Systems Training Consultant	BBB Co., Inc.	Trenton, NJ
1996 – 1998	Customer Service Representative	DDD Corporation	New York, NY

EDUCATION

Hunter College, New York, NY

- Masters of Arts, Major, Urban Studies (expected date of graduation, June, 2009)

Metropolitan College of New York, New York, NY

- Bachelor of Arts, Major, Human Resources