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# RESUME – REVERSE CHRONOLOGICAL

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## Mary Smith

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### SUMMARY OF QUALIFICATIONS

- Able to logically analyze problems and determine appropriate action
- Experienced in assessing needs and deciding best way to assist clients in finding support services
- English/Computer Science/Mathematics educational background
- Proficient with MS Word, Excel, PowerPoint, Outlook and other multimedia modalities: strong computer skills

### Organization/Administration Experience

- Coordinated government agency staff and others to assist clients in finding support services
- Developed childcare billing system using Excel spreadsheets and Word documents
- Coordinated multiple business offices: team calendaring, group meetings and travel arrangements
- Handled monthly invoicing, preparation of financial reports, expense reports, accounts payable, deposits, check register, phones, order supplies online, mailroom, computer training and network support
- Supervised/managed mailroom and reception personnel

### Writing/Editing Experience

- Wrote medical and pharmaceutical materials including legal reports and therapeutic care plans
- Developed, maintained and managed DHR Grant reports
- Wrote and edited company newsletter
- Created confidential reports and maintained confidential database

### Research Experience

- Researched medical and pharmaceutical materials
- Researched and booked outside meeting room rentals, catering and setup

### Computer Experience

- Provided internet technical support in the following: Internet Explorer/Netscape/Windows/Mac
- Provided debugging for internet connectivity issues; setup customer e-mail and provided support for Web-site uploading
- Created proposals, spreadsheets, tables, slides, reports & meeting presentations with Word, Excel & PowerPoint
- Maintained and updated a variety of databases
- Taught advanced computer skills to executive level support staff

### WORK HISTORY

Research Consultant/Executive Analyst	Therapeutic Management Group, Portland, OR	1999-2003
Internet Technical Support Technician	Stream, Portland, OR	1999-1999
District Integration Coordinator	Glendale School District, OR	1997-1998
Executive Administrative Assistant	Comsul, San Francisco, CA	1993-1994
Small Business Co-Owner	K-West Enterprises, Novato, CA	1988-1993
Executive Administrative Assistant	Pasha Group, Corte Madera, CA	2006-2007

### EDUCATION

**B.A. in English**, Media Studies emphasis  
Sonoma State University, Rohnert Park, CA  
Coursework includes 2 years of physics and math.

### CAREER SERVICES

Sonoma State University • Salazar 1070 • [www.sonoma.edu/sas/crc](http://www.sonoma.edu/sas/crc)

2 years coursework in electronics and computer science, Santa Rosa Junior College, Santa Rosa, CA

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