

PROFESSIONAL SUMMARY**Office Management expertise specializing in Technical Startups:**

- Facilities, Office Management; Supervise administrative staff
- Senior Executive Administrator to CEO, CFO and VPs
- Accounting Assistant; Contracts & TRUSTe Administrator; Domain Name Administrator; Project Specialist; Intranet Content Manager
- Accounting and office administration troubleshooter; Sales Lead Database Mgr.; Operations support/tracking

Personal Qualities

- Overall problem solutions provider. Effective team player. Ability to meet deadlines. Years of hands on.
- Work independently with proven project management ability. Strong organizational abilities.
- Skilled at documentation. Innovative and creative. Excellent communication skills.
- Conscientious, versatile, resourceful, self-motivated and efficient. Overall business acumen.
- Adaptable to change and comfortable with flexible schedules. Thrive in a fast paced environment.

EMPLOYMENT HISTORY**DVDPLAY (LOS GATOS, CA) – DVD AEM MANUFACTURING START UP (MAY 03 – PRESENT)**

Office Manager: Reporting to CEO - I created this new position in a fast paced, growing company. I was contracted as a part time consultant, and then hired as full time employee. Employees to support grew from 15 to 38.

- Support 9 executives. Manage day to day affairs of the office. Provide office support for entire company.
- Setup UpShot leads database for Sales. Transferred old data to UpShot. Continue to input/manage leads.
- Maintain Sales Forecast Spreadsheets. Coordinate logistics between Operations, Sales and Product Marketing.
- Without prior knowledge of the shipping industry, I was delegated to manage all shipping of products for Operations. I created an extensive shipping database to track shipments tied to product serial numbers.
- Negotiated high discount percentages with several shipping companies. Coordinate shipping to trade shows.
- Coordinate logistics between Operations, Sales and Product Marketing.
- Support Finance with accounting backup/tracking and expense reporting. Coordinate petty cash expenditures.
- Act as liaison with local hotels and negotiated excellent corporate rates for our commuters and visitors.
- Provide cubicle facilities for employees. Support H.R. with processes and employee needs.
- Facilities liaison with building managers. Help set up departmental processes where needed.
- Online research and ordering of supplies, equipment, company beverages/snacks, meeting lunches.
- Coordinate employee events, awards, etc. Provide weekly company lunches and coordinate company functions.
- For one year, managed a movie database for Marketing. Created movie trailers for new movie releases monthly.

OPENGRID (SAN JOSE, CA) - MOBILE BUSINESS SOLUTIONS (MAR 00 – JUNE 02)

Overview: During economic downturn and company layoffs I took the initiative to lead the Administrative Team in this wireless business solutions start-up. I used my office management expertise to manage day-to-day office operations, including facilities, accounting, contracts administration, domain name administration, administering to the Executives, plus supervising administrative and data entry staff. Because of my initiative I was able to save the company thousands of dollars per month in utility, storage, janitorial and staffing costs.

Office & Facilities Manager reporting to CEO and President

Facilities functions:

- Provided facilities management to this start-up, constantly analyzing current/future office needs.
- Restructured the facilities team and administration to accomplish greater organization and effectiveness.
- Supervised janitorial functions. Oversaw preventive maintenance on building.
- Interact with landlord on behalf of the CEO to manage building costs and functions.
- Supervised new hire induction and cubicle setup.
- Departmental move supervision of furniture, phone lines, network drops, PC systems, desk items.
- Worked closely with phone, ISP, office equipment, heating/cooling, fire protection, food and drinks vendors.
- After promotion to this position, I reduced company costs on phone, janitorial services, storage costs, and ISP costs by a total of \$7000 per month.
- Supervised facilities team/outside contractors in disposal of obsolete inventory/equipment to reduce company overhead and costly storage fees.

Office Management and Senior Executive Administrator:

- Managed day-to-day office operations.
- Organized activities for CEO, President, CFO, VP of Sales, Marketing & Engineering.
- Helped H.R. integrate employees in payroll and company benefits. Participated in hiring/termination process.
- Administered employee benefits: PTO; parking permits; commute expense; cell phone allowance; awards.
- Supervised receptionist, administrative assistant, data entry specialist and facilities personnel.

Accounting Administration:

- Payroll; A/R Invoicing; Accounts Payable: Invoice processing, Check preparation and signature authority.
- Took the initiative to lead the clean up of the payroll breakdowns by previous accounting staff.
- Processed/transmitted semi-monthly payroll to ADP. My focus was on immediately addressing staff payroll needs.
- Administered company PRs. Initiated executive/managerial sign off on all invoices for submission to A/P.
- Participated in decision making with CEO regarding company layoffs due to economic cutbacks.
- Participated with Controller in gaining Executive awareness of hidden costs draining company resources.

Contracts Administration:

- Organization into one central area all company contracts and instituted document control.
- Administered TRUSTe Privacy Policy for company website.

Domain Name Administration:

- Administered monumental task of organizing over 120 company domain names under a central registration. This required months of working with Network Solutions/VeriSign domain administration to have all domain names registered under one registrant, handle, name server and IP address.

Legal Administration:

- I took the initiative to spearhead information gathering, document preparation and interaction with a New York law firm who was representing an ISP that defaulted on their service and still expected our payment to end of contract. My efforts proved to attorneys that we were not liable for over \$8,000 and charges were dropped.

Project Specialist reporting to V.P. of Product Marketing (**OpenGrid, San Jose, CA - Mobile Business Solutions**)

Overview: Newly formed position in wireless start-up where executives were highly motivated to enhance key company information and post it on the Intranet. I was hired for representation of critical documentation and project tracking of information for the Products Team through the vehicle of the company Intranet as the content manager.

- Documented weekly updates for company Plan Of Record on the Intranet and presented at weekly meetings.
- Created and maintained Product Timelines for Project Management Team on the Intranet.
- Created and maintained Intranet calendars for product launch, employee schedules and wireless conferences.
- Attended, documented and posted to the company Intranet the minutes of weekly Pipeline meetings with Executives, Product Marketing, Engineering, QA and Business Development teams.
- Coordinated with various contacts in the Products Dept. to contribute and post their information on the Intranet.
- Worked with Sr. Director of Business Development to assist her team in creating and posting their department's information to the company Intranet.
- Provided support to Project Management team by interacting with Quality Assurance dept. to coordinate project timelines and participated in bug tracking.
- Organized and oversaw beta programs for product launches.
- Organized and documented information on company devices: pagers, cell phones and PDAs and passed on to QA department for Intranet posting.
- Researched project management information/tools and created binder for Mgr. of Client Services and our team.
- Participated with Project Management team and QA to research and purchase a project-tracking tool.

INTERIM ON-PREMISE AT NETSCAPE COMMUNICATIONS (MOUNTAIN VIEW, CA) - (AUG 98 - MAR 99)

Administrator for the Director and Team of Netscape Everywhere in Netcenter Marketing

- Created this position, in a new department with the team mission to proliferate the Netscape browser.
- Integrated the move of newly formed team members to one location from several buildings on the Netscape campus, and helped develop new cubicle configurations for the team.
- Maintained spreadsheet database of Netscape Everywhere partnership browser distribution metrics.
- Gathered browser metrics and updated on Netcenter Intranet each week.
- Found and acted on solutions for customer service inquiries from ISP, OEM and content provider partners with a range of browser questions and requests.
- Made changes to department intranet web pages using Netscape Composer.
- Organized and maintained departmental files.
- Maintained department status reports and presented to Director each week.
- Maintained department monthly budget for Director approval to send to finance department.
- Coordinated interviews of potential employees and helped integrate new members of the team into their work environment, including complete workstation set-up.
- Coordinated off-site events and rewards for team employees and contractors.
- Handled all equipment purchases on Oracle Purchasing system, sent through Director for approval.
- Coordinated travel arrangements for Director and Business Development Managers.

CONSULTING - (SEP 97 - AUG 98)

- To small business owners in organization of business administration.
- Coached job seekers on resume preparation and career next steps.

INTERIM ON-PREMISE AT NETSCAPE COMMUNICATIONS (MOUNTAIN VIEW, CA) - (APR 97 - SEP 97)

Temporary Assignments:

- Performed Usability Testing on the Netscape Communicator 4.0 browser.
- Usability Engineering/Technical Publications Dept. Overload work for the Executive Administrator.
- Client Product Development HR Recruiting Department to fill in for Coordinator.
- IS Business Applications Dept. Exec Admin hired me to organize the function of integrating newly hired technical employees including workstation setups. Provided organization of other departmental administrative functions.

CONSULTING - (SEP 93 - APR 97)

- To small business owners for organization of business administration.
- Coached job seekers on resume preparation and career next steps.

URS CONSULTANTS ENGINEERING FIRM (SEATTLE, WA) - (Aug 92 - Sep 93)

- Project Assistant to Project Manager and team.

OLSTEN (TEMPORARY) SERVICES - VANCOUVER, B.C. & SEATTLE, WA (Nov 91 - Aug 92)

- Exec Admin at Western Economic Diversification for the Assistant Deputy Minister, highest federal official in B.C.
- Health & Welfare Canada - word processing
- Royal Bank - word processing and administrative
- URS Consultants - Project Assistant to Project Manager and team. Hired full time, based on performance.

PROPERTY MANAGEMENT (NEW SOUTH WALES, AUSTRALIA) - (DEC 89 - JAN 91)

- Managed with my husband a small farm. Landscaping, accounting, organizing and redecorating the farm home.
- Consulted to and oversaw the reorganization of an expanding small business office space to evolve from a one person office to include four full time and two part time staff members. Helped redesign business cards/brochures.

SUPPLEMENTAL OFFICE SERVICES: SOS (SEATTLE, WA) (JAN 81 - OCT 88)

As a small business entrepreneur I provided administrative consulting and accounting to a wide variety of clients:

- Telecommunications firm, Medical Consultant, Film Producer, Texas Oil Company
- Construction Company, Dental firm, Two Architectural firms, Industrial firm, Wellness Center
- Retail silkscreening company (See below Varied Projects: Retail)
- Many graphic design firms utilizing services of designers, writers, calligraphers, photographers, etc. who worked on site on contract basis. Organized administration and provided accounting to firms and contractors individually.

VARIED PROJECTS

- **Tech Industry** – During economic downturn and company layoffs I took the initiative to lead the Administrative Team in a wireless business solutions start-up. I used my office management expertise to manage day-to-day office operations, including facilities, accounting, contracts administration, domain name administration, human resources, administering to the Executives plus supervising administrative and data entry staff. Because of my initiative I saved the company thousands of dollars per month in utility, storage, janitorial and staff costs.
- **Government** - Temporary assignment as Exec Admin to the highest Federal official in B.C. I left with excellent references after developing a complete manual to describe the complicated position of assisting this official.
- **Retail** - Artist's Rep for a Silk-screening Co. With no previous retail experience, business doubled under my efforts. I managed the entire business when owners were out of town several times a year for extended periods. Other, seasoned vendors copied my displays and recruited me to work for them.
- **Business College** – British Columbia provided grants to certain candidates to attend Business College to update skills to computer. A good written presentation, including interviewing a selection of business schools was required to receive a grant. As a result of my interview, a Business College impressed with my grant presentation and prior work experience immediately hired me as Registrar, while I was upgrading my skills in their classes in 1991.

EDUCATION

- North Seattle Community College - Seattle, WA - Accounting and art.
- Pittman Business College - Vancouver, B.C.

TECHNICAL & ADMINISTRATIVE EXPERIENCE

- Windows 95 - XP, MS Office, Quick Books, ADP Payroll, UpShot Sales Lead Tool, Internet, Email, Calendars
- iMac, Wireless Devices, Oracle Purchasing, Online Purchasing and research
- HTML, Homesite, FrontPage, Publisher
- Intranet Content Mgr., Bug Tracking Device, Project Tracking, Project Timelines, Beta Program, Domain Name Administration, TRUSTe Administration, Installing Network drops for PC systems
- Online package and freight shipping and tracking