

# Functional Resume

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## Marjorie Barnes

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### CAREER GOAL

to use my exceptional office management, customer service, and people skills as an administrative assistant and thereby create an efficient and positive work environment

### SUMMARY OF QUALIFICATIONS

- Solid managerial and administrative secretarial experience
- Exceptional versatility in an office environment
- Highly-regarded reputation as a dedicated individual
- Outstanding interpersonal and customer service skills
- Well-practiced multi-tasking skills, especially under tight deadlines
- Proven ability to keep personnel information confidential and to handle large sums of money honestly

### PROFESSIONAL SKILLS

#### Interpersonal Skills

- Entrusted to process confidential employee records such as salary changes, vacation and absenteeism reports, and performance appraisals
- Communicated with many different personalities while scheduling meetings and appointments as well as making travel arrangements for five executives

#### Customer Service Skills

- Interacted with diverse clients to successfully coordinate weddings, receptions, and holiday parties
- Delivered excellent customer service while hostessing and serving beverages to a wide array of clientele, numbering as high as 800 per shift

#### Office Management Skills

- Multi-tasked by hiring and supervising 25 kitchen workers, bartenders, food servers, and swim instructors while functioning as an assistant manager, pool manager, and swim instructor at a country club
- Served as administrative assistant to three vice presidents of an entertainment company and was named "Most Dedicated Employee" in July of 2006 and November of 2006

Sales and Monetary Skills

- Created, designed, and implemented in-house sales promotions every three months while employed as a beverage server
- Handled up to \$4,000 worth of sales and tips during each shift as a hostess and beverage server

Record-Keeping Skills

- Demonstrated knowledge of and accountability for payroll and employee records, daily sales operations, and profit and loss statements, including inventories, labor, petty cash, bank deposits, change orders, and bank deposit verifications
- Processed daily sales operations, including petty cash, payroll, inventory, member statements, accounts receivable and payable
- Produced bi-annual expense reports with account summaries, each in excess of 150 pages
- Completed, submitted, and processed invoices for payments
- Tracked inventory as a beverage server on a daily, weekly, and monthly basis
- Created work schedules every two weeks for 25 staff members at a country club

Computer Skills

- Proficient in using computer software for internal and external correspondence, procedure manuals, presentations, and reports
- Adept at using a variety of software:

Word Processing

Microsoft Word  
 Corel WordPerfect  
 Claris Works

Spreadsheets & Accounting

Peachtree  
 Microsoft Excel  
 QuickBooks

Graphics & Presentations

Microsoft PowerPoint  
 Prezi  
 Corel Paintshop Pro

- Experienced at troubleshooting computer problems with others
- Able to learn new softwares by hands-on experimentation

**EMPLOYMENT HISTORY**

**Administrative Assistant**, Blue Ribbon Technologies, Pasadena, CA April 2017 - present

**Beverage Server**, The Brew Station, Pasadena, CA Nov. 2016 - April 2017

**Office Manager**, City of Entertainment, Pasadena, CA Jan. 2014 - Nov. 2016

**Hostess**, Bellringer Buffet, Pasadena, CA July 2011 - Dec. 2013

**Assistant Manager**, Golden Bear Country Club, Pasadena, CA Feb. 2009 – Dec. 2013

**EDUCATION**

**Administrative Assistant Associate Degree**, Boswell Secretarial College, Pasadena, CA 2013

- Specialized in accounting, business finance, and office management
- Named to Boswell’s Academic Honor Roll each semester
- Graduated with high honors (3.8 GPA)