

WINIFRED A. SMITH

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Dear Sir or Madam:

I would like to express my interest in applying my work experience to an **A D M I N I S T R A T I V E** position within your organization. I believe that my comprehensive background could prove beneficial to your team. I have attached my resume for your review. The following are some of the capabilities that I can bring to a position:

- Over 10 years of committed, dedicated Administrative Support experience working in business-related and customer oriented positions:
 - ✓ *Handling administrative duties including operations support, office management, customer/client care, database administration, payroll processing, document preparation, travel/meeting coordination and project/program support.*
 - ✓ *Assessing departmental needs, meeting quality standards for productivity expectations.*
 - ✓ *Communicating effectively to provide accurate and timely operations information to Managers and co-workers.*
 - ✓ *Projecting a professional image when dealing with external and internal customers; exemplary relationship building skills.*
 - ✓ *Multi-Line Phones – Data Entry – Typing – MS Word – MS Excel – MS Outlook – Email – Workbrain – SAP*
- Extensive experience working in fast paced, changing, and demanding positions to meet operational timelines; sound judgment and decision-making abilities.
 - ✓ *Accounted for approximately \$2,000 in monthly bill processing for major vendor Amerigas. Recovered \$3,300 in payments to LPG Amerigas resulting from erroneous system causing 65 bills in 2-year period to go unaccounted for. Created an Excel spreadsheet to track billing/satisfaction of paid bills and forwarded data to LPG Amerigas Manager, allowing billing records to remain aligned.*
 - ✓ *** Promoted to Costuming Lead** – Routinely cited by Manager for exhibiting commitment to providing the highest possible standards of customer service and support, and exhibiting solid leadership/supervisory abilities.*
 - ✓ *Created and maintained a Job Number System to track proper ordering and billing allocation for deliveries throughout WDW property.*
- Solid communication skills; highly effective in developing quality relationships with management, team members, business affiliates, and customers.
- Strong work ethic and sense of pride in performing all responsibilities.

I would love to meet in person to discuss the position. I will accommodate my schedule to meet yours. I think I'd be a great fit and I welcome the opportunity for a personal interview.

Thank you for your time and consideration.

Sincerely,

Winifred A. Smith