

WINIFRED A. SMITH

314 Main Street
Township, FL 33233

Phone #: 407.555.1234
Email: jonseeker@aol.com

ADMINISTRATIVE PROFESSIONAL

PROFESSIONAL SUMMARY

Dedicated Administrator offering 10+ years experience in self-directed positions requiring effective Administrative support – professional profile includes exceptional handling of administrative functions, including operations support, database administration, payroll processing, document preparation, meeting coordination and project/program support and customer/client service.

CORE STRENGTHS

- | | | |
|--------------------------------------|----------------------------------|-------------------------------------|
| ✓ Office Administration & Reports | ✓ Confidential Document Handling | ✓ MS Office/SAP/Workbrain |
| ✓ Workflow Planning & Prioritization | ✓ Records Data Management | ✓ Coordinating/Scheduling Expertise |
| ✓ Business Communications | ✓ Customer Service Management | ✓ Interpersonal Communications |

PROFESSIONAL EXPERIENCE

Walt Disney World Company – Lake Buena Vista, FL

Payroll Customer Care Coordinator [Distribution Services Delivery Department] Sept. 2002 – May 2009

- Provided administrative support within 4 areas in Delivery Department, supporting 6 Managers; prepared reports and correspondence, answered multi-line phones, scheduled meetings, routed mail, ordered supplies and coordinated company functions. Filed and retrieved documents, records, and reports; maintained comprehensive records system. Performed payroll and billing functions and responsibilities to include data entry of cast hours and vendor bill processing.
 - *Proficiently processed payroll hours for cast of 91 utilizing Workbrain; investigate/reconcile hour discrepancies; kept Managers abreast.*
 - *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.*
 - *Created and maintained a Job Number System to track proper ordering and billing allocation for deliveries throughout WDW property.*
 - *Coordinated and assembled departmental Regulatory Training; maintained training documents for new hires.*

Reservations Specialist/Operator [Disney's Central Reservations]

Nov. 2000 – Sept. 2002

- Provided reservations and customer service accountabilities in central call center for WDW; handled approximately 100 customer service calls daily. Highlighted WDW's 22 resorts, 4 theme parks, 2 adventure water parks, and 6 golf courses to book hotel, ticket, recreation, dining, and transportation packages. Processed booked business payments as well as mail order merchandise requests. Resolved customer service issues effectively; routed critical calls to management.
 - *Well-known in call center for 'Customer Service Excellence' – Awarded "Making Partnership Sales Best Place to Work - 2002".*

Resort Costuming Specialist/Lead [Resort Costuming]

Sept. 1990 – Nov. 2000

- Operated Costuming Department in 13 locations throughout Walt Disney World property. Supervised 12 costuming specialists; coordinated scheduling and other routine duties involving the dispensing/collecting of 200+ costumes daily. Performed clerical duties for department to include generating reports, tracking productivity, vendor/warehouse relations, inventory control, arranging training sessions, and ordering supplies.
 - *** Promoted to Costuming Lead** – Routinely cited by Managed for exhibiting commitment to providing the highest possible standards of customer service and support, and exhibiting solid leadership/supervisory abilities.*

AWARDS / ACKNOWLEDGEMENTS

Partners in Excellence Award	"Nominee" – 'Excellence in Performance & Service'	Walt Disney World, 2009
Golden Hanger Award	"Best Customer Service of the Year"	Walt Disney World, 1995

TRAINING / DEVELOPMENT

International Association of Administrative Professionals Conference	Orlando, FL, 2008
Walt Disney World FOCUS – "Achieving Your Highest Priorities"	Walt Disney World, 2008
Administrative Professional Broadcast Conference	Walt Disney World, 2004 – 2008
Walt Disney World – "Executive as Coaches – Time Management"	Walt Disney World, 2006
Administrative Professionals Training – "Put a Smile in Your Voice"	Walt Disney World, 2005
Project X Program – 12 Week Leadership Training Course	Walt Disney World, 1997

REFERENCES AVAILABLE UPON REQUEST