
EXECUTIVE LEVEL ADMINISTRATIVE SERVICES/OFFICE MANAGEMENT

Results-oriented, versatile, and resourceful professional with comprehensive experience in office management, administrative support, and customer service. Multi-faceted, dependable and forward-thinking team leader with demonstrated success in developing process improvements to enhance efficiencies and productivity. Collaborative and client-focused with excellent oral and written communications; interpersonal abilities to build rapport with clients, staff, and other key stakeholders to ensure positive customer relations and excellent service. Flexible and conscientious with ability to multi-task, manage resources effectively in fast-paced, deadline driven environments.

Technical Proficiency: Microsoft Word, Access, PowerPoint, Excel; SharePoint; Time Matters; SAP Financial System; and COGNOS Budgeting System; Typing 90+ wpm.

AREAS OF EXPERTISE

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|------------------------------|--|---------------------|
| ▪ Administrative Services | ▪ Client Relations/Customer Service | ▪ Office Management |
| ▪ Calendar/Travel Management | ▪ Human Resources Administrative Support | ▪ Communications |
| ▪ Project Management | ▪ Budgets/Expense Accounts/Cost Control | ▪ Confidentiality |
| ▪ Law Office Procedures | ▪ Court Filing Procedures | ▪ Office Supplies |

EDUCATION

- University of Maryland University College – Master’s Degree in Management/Human Resources, May 2018
- University of Maryland University College – Bachelor’s Degree in Business Administration, Oct 2014
- Howard Community College, Columbia, MD – Associates of Science in Business Management, 2011

PROFESSIONAL EXPERIENCE

Howard County Government – Dept. of Public Works-Director’s Office – Ellicott City, MD Oct 2014-Present Administrative Analyst I

- Provide Training for RIM Program. Submit Help Tickets for new employee set-up/technical issues.
- Oversee compliance, monitoring, collection, and submission of Departmental CB32 updates to SOCRATA Portal.
- Maintenance of Budget System updates for Capital Projects. Assist Fiscal Manager in aspects of compiling, printing and distributing annual budget books for the County Executive’s Office and Department Heads.
- Duties as assigned (i.e., assigned to Bureau of Facilities/Utilities to fill needs when above-referenced duties became obsolete).

Howard County Government – Office of Law – Ellicott City, MD Office Manager / Administrative Technician

Jul 2007 – Oct 2014

- Provide executive-level administrative support to Deputy, County Solicitors, and attorneys with responsibility for calendar and meeting management, travel arrangements, preparation of annual budget, and monitoring of expenses.
- Review and monitor outside counsel contracts for compliance and timely renewal.
- Manage 6 support staff and 18 attorneys’ payroll, Human Resources paperwork and leave management.
- Liaison between the County Solicitor, County Executive, County Council and other officials, plus department heads and the public.
- Assist human resources function with setting up interviews, new hire processing, office orientation, and training; paperwork processing, FMLA log, maintenance of departmental personnel files, and time sheet management.
- Assist with SAP training, tracking and monitoring of expenditures; processing of check requests; purchases with credit card, paying invoices and reconciliation of monthly statements; monitoring all financial documents for department.

Snyder, Slutkin & Snyder – Pikesville, MD

Dec 2005 – Jul 2007

Legal Secretary / Executive Assistant to Partner

- Provided executive support to Partner including calendar management, deposition and meeting scheduling, correspondence, legal documents, and maintenance of confidential medical malpractice files.
- Liaison between clients, courts and partner.
- Managed and ordered office supplies and oversaw office equipment maintenance.

OTHER PROFESSIONAL EXPERIENCE

- W.R. Grace & Co. – Columbia, MD Legal Secretary to Principal May 2000 – Feb 2005
- Reese & Carney, Columbia, MD Legal Secretary to Partner Jan 2000 – May 2000
- Miles & Stockbridge, Baltimore, MD Legal Secretary May 1996 – Jan 2000
- Ober, Kaler, Grimes & Shriver, Baltimore, MD Legal Secretary 1992 – 1995
- Weinberg & Green, Baltimore, MD Legal Secretary to Partner 1989 – 1992
- T. Rowe Price, Baltimore, MD Research Assistant, Technology Dept. 1986 – 1989
- Maryland State Bar Association, Baltimore, MD Legal Secretary 1983 – 1986
- La Fontaine Boutique, Baltimore, MD Assistant Manager 1980 – 1983

TRAINING / PROFESSIONAL DEVELOPMENT

- Election Judge Training – Howard County, MD 2008; 2012
- System Source – Excel 2003 Level I Worksheets Sep 2008
- System Source - Groupwise 6.5 to Outlook Aug 2008
- Howard County Government: COGNOS Budget System; SAP System; SharePoint; Pro Flow Contract Management System; Time Matters Software 2007 – Present
- System Source – Access 2000 Level I Jan 2004
- Howard Community College – Communicating Effectively Jul 2001
- Howard Community College – Introduction to Joining Management; Your Role in Supervision Apr 2001
- Medical Transcription Class, Baltimore, MD 1998
- University of Maryland Baltimore County – Active Listening Jun 1995
- University of Maryland Baltimore County – Time Management Apr 1995

PROFESSIONAL AFFILIATIONS

- Member – Society for Human Resource Management (SHRM) Sep 2018 – Present
- Member – International Association of Administrative Professionals (IAAP) Jan 2014-Present
- Student Member – Society for Human Resource Management (SHRM) Sep 2013 – Sept 2018
- The Women’s Giving Circle, Howard County, MD Apr 2013 – Present
- Wellness Leadership Committee – Howard County Government May 2013 – Present
- Team Captain- Office of Law- Get Active Howard County 2011-Present
- Alpha Beta Gamma Honor Society for Business Students, Howard Community College Apr 2011 – Present
- SAP User’s Group – Howard County, MD Oct 2009 – Present
- Timekeeper – Howard County Office of Law, Howard County, MD 2007 – Present

PROFESSIONAL LICENSES

- Notary Public – Howard County, MD 1999 – Present

AWARDS / RECOGNITION

- University of Maryland University College – Dean’s List Spring/Summer 2012
- Howard Community College – Dean’s List for Business Students 2011
- Howard Community College – Alpha Beta Gamma Business Honor Society 2011
- Howard County Government – Internal Customer Service Award 2009
- W.R. Grace & Co. – Premier Award for Excellent Job Performance 2004