

# **ROSANNA V. ATTEMA**

**CELL:** (712) 204-8023

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## **OBJECTIVE**

To obtain the position of an administrative assistant that will enable me to contribute my professional experience in an established organization.

## **RELATED SKILLS**

- Telephone & Front Desk Reception
- Customer Service
- Database & Records Management
- Reports & Spreadsheets
- Complaint Handling
- Data Entry

## **COMPUTER SKILLS**

- Mac and PC Proficient
- Microsoft Word, Excel, Power Point, Publisher, Outlook (Mac / PC)
- Film & Digital Film Editing Programs (Avid/Final Cut Pro)
- Adobe Photoshop

## **EMPLOYMENT HISTORY**

### **Daylight Donuts Franchise**

Store Manager (3 Branches)

January 2011 – June 2013

- Maintain professional composure under extreme pressure with customers
- Answer phone calls, schedule orders, and process orders on time
- Organize digital and print records of vendors, inventory, and business documents
- Effectively and efficiently diffuse staff and customer issues

### **Discovery Channel**

*Investigation Discovery*, TV Show

Production Assistant

August 22-23, 2010

- Scan and organize photos into digital database for editing production
- Type/print/email out schedules, appointments, interviews, and meetings for talent and crew
- Provide transportation for talent, crew and/or equipment
- Call food vendors, to determine the price/time/place/transportation or delivery for a varying number of people depending on the time, place and day of shoot
- Document the production process through video/photo footage to promote the TV episode in local social media forums
- Follow film crew on location to provide constant “go-for” services

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## **Staples**

July 2009 - July 2010

Copy & Print Associate

- Process customer needs/complaints in a professional and timely manner
- Maintain all Staple franchise policies and standards
- Create stamps, labels, business cards, pamphlets, fliers, posters, and banners upon customer requests using Microsoft Publisher and Adobe Photoshop
- Daily maintain all office supplies and equipment to create a proficient work environment for customers and staff
- Converting and transferring print documents into digital files
- Knowledge in paper brands for specific purposes such as: resumes, presentations, mass printing, portfolios, etc.
- Completed hands-on training in all office equipment:
  - Laser, Xerox, and BW Engineer printers
  - Laminator machines, two sizes - document and poster
  - Paper folding machine and paper slicers (manual & automatic)
  - Book spiral and glue binding machines
  - Manual and automatic hole punching/stapling/double-sided printing

## **Shipley Donuts Franchise**

July 2008 - December 2010

Sales Associate (3 Branches)

- Greet and send-off each customer in a sincere and polite manner
- Open and close the store in a responsible manner without supervision
- Use the cash register accurately and quickly with minimal error
- Maintain supplies and inventory daily

## **EDUCATION**

**Bachelor of Arts, Film Studies** – University of California, Davis *2008*

**Minor, English** – University of California, Davis *2008*

*Additional Information: Awards/ Certifications/ Titles*

City and County of Denver    ASA Series Test    Job Title: Executive Assistant II

**REFERENCES AVAILABLE UPON REQUEST**