

Donita Renee Crane

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Career Objective

Administrative support professional with more than 5 years of experience; adept at working in fast-paced environments demanding strong organizational, leadership and interpersonal skills. Committed to exceptional customer service and driven by challenges. Detail-oriented and resourceful in spearheading, organizing and completing projects; ability to multitask effectively.

Education

H.S., Diploma	2003
Northglenn High School, Northglenn, CO Graduated General Studies	
B.A., Cont'd Degree	2006
Metro State College, Denver, CO Writing & Literature	
B.F.A., Minor: Literature & Poetics, GPA: 3.6, Major GPA: 3.6	2012
Naropa University, Boulder, CO	

Relevant Experience

National American University, Denver, CO 2007 - 2009

Assistant to the Dean

Assistant to the Director and Dean of Students, also assisted the admissions office. Managed fast-paced front office for NAU campus, served as the first point of contact responding to students and facility inquires. Provided educational information. Collected financial data, accurately organized and maintained filing system for managing students contact information, created confidential files for students through Campus Vue network.

- Communicated professionally with Facility and Students, Assist with Student's enrollment
- Skilled in multiple filing methods, scan, copy, upload, email and fax
- Skilled in explicit, concise writing and effective editing
- Set appointments for future students.
- Answered inbound calls, assisted students with account information, Maintained safety manuals and handbooks

Frederick Ross Commerical Real Estate, Denver, CO 2006 - 2007

Front Desk Administrative Assistant

Answered 10 line switchboard with 35 extensions, paged overhead, set appointments, and used message center. Arranged interview schedules, reserved rooms, contacted and scheduled consultants. Purchased and maintained office equipment. Routed all incoming calls to proper staff members. Provided support for special projects. Screened telephone calls for management. Qualified for administrative assignments that required enhancing operational efficiency, improving team productivity, and maximizing operating funds. Greeted new and established clients in a professional and enthusiastic manner ensuring that they were treated as valued customers. Developed and distributed all correspondence. Excelled as a liaison between management and clients.

- Proofread material for grammar, accuracy and errors
- Supported senior managers in all facets of company operations
- Helped prioritize work schedules and delegated assignments

- Coordinated with all departments ensuring smooth operation
- Accepted increasing responsibility demonstrating flexibility and ability to learn quickly
- Answered inbound calls, assisted customers with account information, placed orders, set up service appointments, and assisted customers with technical support

Skills

- Confidential Correspondence and Data
- Relationship Management
- Data Entry
- Document Creation and Maintenance
- Editing and Proofreading
- Knowledge of Office Equipment (Copier/Fax)
- Administrative Support
- Mail Distribution
- Stocking and Supplies
- Office Machine Maintenance
- Reception Duties
- Multi-line Switchboard Operations
- Reception Duties

Activities and Honors

- National American University, 2007 - 2009. EMPLOYEE OF THE MONTH. Maximized productivity by maintaining multiple calendars, scheduling meetings, Tracking expenses and prioritizing e-mail for directors. Maintained office equipment and ordered supplies. Managed extensive phone work to facilitate school-wide communication.