

Laura A. Hill

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OBJECTIVE

A challenging position that will utilize my strong project management, customer relations and administrative skills, while allowing for continued personal and professional growth.

SUMMARY OF QUALIFICATIONS

- Proven proficiencies in varied aspects of project management and event planning
- Resourcefulness, a determination for excellence and the ability to complete difficult projects on time and within budget
- Comprehensive experience in manufacturing, administrative, higher education, financial and medical environments
- Significant information technology and office automation expertise

PROFESSIONAL EXPERIENCE

2013 – Present | UTAS *AdeccoUSA* | Customer Service Representative

Administratively support business development management staff, program managers, and engineers. Coordinate team efforts of PMs, PEs, planners, customer service on key projects. Maintain and submit monthly quality assurance/customer service reports to management. Track varies monthly performance and variance metrics.

Highlights:

- Manage customer care for KEY accounts (i.e., BOEING 787 and Legacy Platforms)
- Develop and implemented automated procedures for PO tracking and records management
- Author and update information reporting projects (calendars, databases, graphs, presentations, spreadsheets)

2009 – 2013 | Pfeiffer University | Executive Assistant

Assistant to special assistant to the president for advancement and leadership. Provided exceptional customer service to university donors, alumni, visitors and university departments. Supervised work study students and interns. Administratively supported Advancement staff – VP, directors, associate directors and development officers. Coordinated team efforts across various university departments on key projects. Maintained and submitted reports to management and other university offices. Processed gifts/data entry/records management in Raiser's Edge.

Highlights:

- Developed and implemented automated procedures for office processes and records management
- Authored and managed myriad information technology products (calendars, databases, graphs, presentations)
- Planned and executed all aspects of Pfeiffer University's homecoming celebrations 2011 and 2012

2004 – 2008 | Atmel Corporation | Marketing Coordinator

Managed customer care for KEY accounts. Supervised business unit customer service representatives and administrative assistants. Administratively supported marketing management staff, program managers, and more than 30 engineers. Coordinated team efforts of PMs, PEs, planners, customer service on key projects. Maintained and submitted monthly quality assurance/customer service reports to management. Tracked monthly revenue.

Highlights:

- Managed customer care for more than 20 KEY accounts (i.e., Lexmark, Qualcomm)
- Developed and implemented automated procedures for PO tracking and records management
- Authored information technology projects (calendars, databases, graphs, presentations)
- Developed, implemented, performed weekly self-audit process to adhere to SOX requirement

2002 – 2004 | Osan AB, Republic of Korea-51st Services Squadron, Turumi Lodge| Assistant to General Manager

Administratively supported general manager and 15-member management staff. Maintained and submitted monthly quality assurance/customer service reports to management.

Highlights:

- Developed management/administrative procedures, training plans, recognition programs
- Authored a wide variety of communication/marketing products (brochures, calendars, databases, graphs, presentations)
- Utilized exceptional customer service skills to successfully serve 150,000 visitors and dignitaries annually

2002 | CMSU, Computer & Office Information Systems| Assistant to Department Chair

Administratively supported department chair, 16 faculty members and graduate assistants. Supervised, trained and directed work of graduate assistants and student employees. Identified budget needs, provided financial reports and made spending recommendations to department chair. Maintained networked/shared calendars for department chair and faculty members.

Highlights:

- Managed departmental budget utilizing MS Excel (12 fund cites exceeding \$360,000)
- Produced an array of automation products utilized campus-wide (forms, spreadsheets, databases, presentations, schedules/calendars)

2001 – 2002 | CMSU, University Housing| Assistant to Director

Highlights:

- Developed and implemented automated products utilizing Publisher, PageMaker, Illustrator, Access, PowerPoint, Excel, Word and Outlook
- Created, implemented and managed \$10,000 supply ordering/tracking system for 50+ faculty and support staff members
- Provided technical support and training to 50 personnel on all office automation systems

2000 – 2001 | CMSU, University Housing| Area Secretary

Responsible for administrative support to area coordinator and three residence hall directors. Provided assistance to director and associate directors of main housing office as required.

Highlights:

- Created networked discipline database, simultaneously allowing four area secretaries to input, track/share accurate information campus-wide
- Developed/implemented automated process (auto text files, letter templates/office forms)

1999 – 2000 | DAPS, Osan AB, Republic of Korea-Defense Printing Office| Administrative Assistant

Managed leased copier program for over 200 military units in Korea. Processed customer work orders and provided customer service in office and by telephone.

Highlights:

- Created automated MS Excel account billing system, replaced antiquated paper/fax system
- Implemented automated billing spreadsheets for credit card and itemized printing charges
- Developed/implemented automated office processes: networked file and print sharing

1998 – 1999 | AA Federal Credit Union, Colorado Springs, CO| Member Services

Managed members' financial accounts, products and services by phone and in person. Completed loan applications. Evaluated and scored credit reports.

Highlights:

- Provided award-winning customer support to both internal and external customers as line/drive-through teller and in call center environment

COMPUTER EXPERIENCE

- Highly proficient in Raiser's Edge, SAP
- Familiar with Model N, CRM programs
- Install/Configure/Manipulate all versions of Microsoft Windows and Microsoft Office
- Basic networking principles
- Advanced user of various manufacturing, medical, fundraising and financial applications

EDUCATION / TRAINING / HONORS

- Atmel Corporation merit / monetary award for outstanding customer support – Qualcomm Account, 2005
- 51 SVS/SVML Civilian of the Year, 2003 / 51 SVS/SVML Civilian of the Quarter, Jan – Mar 03 and Oct – Dec 03
- Personally recognized by Headquarters Pacific Air Forces Director of Services for Outstanding performance
- Garnered 51 SVS cash recognition awards totaling \$1000 for notable accomplishments in 2002, 2003, 2004
- Selected as 2001 Association of College and University Housing Officers Outstanding Support Staff Member
- CMSU's nominee for 2001 United Student Housing Association Support Staff Member of the Year
- Staff training and recognition program courses: *Basic Accounting *Accounting for CU's *Money/Negotiable Instruments *Member Services/Relations *CU Orientation*Security *The Lending Process and Products & Regulations
- Honor Graduate, Medical Assisting, Denver Technical College
- University of North Carolina at Charlotte, general studies
- Graduate, North Stanly High School, New London, NC