

# Lori J. Golden

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## OBJECTIVE

To begin a fulfilling and exciting career utilizing my computer and customer service administrative skills in a position that includes increasing responsibility, growth potential and stability within a great company that values it's employees.

## EXPERIENCE

### ***Executive Administrative Assistant - RIDA Development - Self-employed Independent Contractor 2016 - 2019***

- Executive Assistant to Senior Vice President of Construction, Owners Rep, Architect, VP of FF&E-OS&E, Food Services Manager, Carroll Adams Rep, ARES Rep, and Owner of RIDA when in town with daily requests and activities as needed for all.
- Managed calendar, including scheduling appointments, setting up meetings and making travel arrangements.
- Coordinates Client construction tours with the Sales office, City of Aurora, Special groups coming on site and maintains PPE for these requests.
- Prepares and drafts administrative correspondence and reports. Prepares agendas, notices.
- Maintained monthly credit card expenses for payment.
- Responsible for conference and meeting logistics including catering scheduling coordinating meetings and conferences.
- Data input for P.O.'s and monthly reports used for the Owner's meetings. Maintained running reports for Change Order's on the job. Maintained running spreadsheet for punch list for 1501 hotel rooms
- Maintains administrative office supplies inventory, maintaining inventory level and purchasing as needed.

### ***Administrative Assistant/Receptionist/Accounting/Customer Service/Dispatching Temp positions - High Country Temp Staffing and Job Store Staffing Agency - 2014 - 2016***

- Assisted company owners, accounting manager, operations managers and several other staff members with daily requests and activities
- Responsible for greeting guest, answering telephones, sorting mail, inputting documents into Document Management, scanning expense reports and sending to home office.
- Compiling job files, maintaining spreadsheets for all incoming jobs, inputting accounts receivable notes on past dues accounts. Sending out invoices, statements, past due letters, got information together to processes liens on properties.
- Assisted with training meeting set up by promotions department. Routed all incoming faxes and mail. Showroom coordinator for European style Design Kitchen Company. Variety of accounting duties

- Customer service in bound and out bound calls for high end clients. Worked with Wintac program to do scheduling and dispatching of HVAC calls to the techs Assisted service manager with daily requests and activities
- Verified calls for the next day with the clients and emailed techs their daily schedules. Responsible for answering telephones, inputting documents into Wintac about clients both new and current ones. Tracked techs with Fleetmatic.
- Construction Contract Program Support Provided general administrative support to the State Building Construction Program Schedule pre-bid and bid openings Draft State Buildings (construction and architect) contract using the correct/approved template prepare all State Buildings procedural forms for signature Review and ensure accuracy and completeness on all documents require for each contract and transmit correspondence to contracts. Log and track all contract through the signature process ensuring knowledge of location always Distribute contracts once executed by the Controller Enter date pertaining to contracts, change orders cost and schedule values to Program Manager.
- Payment Processing Oversee payment application process. Verify correctness for each submittal Facilitate architect signature on construction payment applications. Log distribute and track executed payment applications.

#### ***Receptionist - CIRSA 2011 - 2014***

- Incumbents responsible for greeting guests, vendors and visitors answering telephones and routine clerical support. Transfer incoming calls and questions to appropriate staff and screening inquiries
- Operate parking lot gate software to open gate for visitors
- Update office calendar with appointments and out of office information
- Opening, sorting and delivering mail, performing clerical duties
- Maintaining staff, Finance & front desk calendars and appointments
- Maintained and update Building Security for Card Keys/Pucks
- Assist Executive Assistant and Marketing Manager as needed
- Backup to Finance Clerk duties
- Assist Finance Clerk in keeping Reception desk manual current & training

#### ***Administrative Secretary - National Contact Center Outbound - TIAA-CREF 2001 - 2007***

- Assisted team leaders and several consultants with daily requests and activities
- Distributed, managed and documented both incoming and outgoing mail, e-mail and correspondence
- Completed fulfillment requests for consultation kits
- Maintained and ordered supplies and business cards took and record notes from monthly meetings for the unit.
- Responsible for conference and meeting logistics including catering scheduling coordinating meetings and conferences.
- Data input for tracking vacation time, sick days and medical leave for the staff in the department as well as assisted Human Resources with maintaining employee files.
- Created spreadsheets for various department needs using Microsoft Excel

## **SKILLS/STRENGTHS**

- Experience using Microsoft Office, Word, Excel, Power Point, Outlook, QuickBooks, Windows software. Problem solving-ability to gather and analyze information skillfully and maintains confidentiality.
- Highly skilled in typing, data entry, multiple phone lines, AVAYA & ATS phone coverage, multi-tasking, Wintac, Dispatching, Blue Jet reservations/customer service
- Strong ability in 10 keys by touch, accounting, invoicing, filing and purchase orders
- Very well-developed skills in customer service, hospitality, travel arrangements, property management experience and conference logistics. Excellent verbal and written communication skills. Working events thru my volunteer work with GDS
- Knowledge of social media platforms. Ability to multitask in a fast-paced office environment. Experience in shipping, logistic.
- Communication skills and ability to resolve customer issues. Planning/organizing. Accurate, thorough, detail oriented and dependable. Able to exercise discretion with confidentially and sensitive information.