

## 015-002-0326

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**OBJECTIVE** To obtain and excel at work in administrative support, customer service, or a similar field that will enable me to:

- √ Make good use of strong interpersonal, organizational, communication, and problem solving skills;
- √ Perform varied and challenging duties that will provide continuing opportunity for learning and growth;
- √ Contribute significantly to a customer oriented organization that values teamwork and collaboration.

**OVERVIEW**

- Gained approximately four years of valuable experience as a customer service and administrative support person with a public relations firm and a manufacturer of equipment for the packaging and container industry.
- Handled increasing levels of responsibility and independent judgment in each of these positions.
- Clearly showed proficiency in areas such as customer assistance, travel planning, translation, and written communications.
- Acquired broad education in subjects varying from Office Operations and Business Computing to Biology, Chemistry, Mathematics, Literature, Ethics, and History as well as English, German, and some Spanish.

**FEATURED  
RELEVANT  
EXPERIENCE**

*Marquip International, Inc.*  
**Sales Support Specialist**

Dreieich, Germany; March 1998 - July 1999

- Provided home office support to four sales representatives out-stationed respectively in the United Kingdom, Sweden, Denmark, and Germany.
- Maintained daily communications with each representative to prepare all sales packets, product information sheets, proposal layouts, and contract documents needed to close deals.
- Devoted considerable time and attention to translating these and other documents to and from German and English.
- Made travel arrangements including airline reservations, rental car reservations, and hotel accommodations.
- Communicated extensively with both existing and prospective accounts by not only relaying messages but directly answering their questions and addressing issues and concerns as they arose.
- Followed-up with customers on late payments, located invoices, and worked to solve related problems.
- Found and forwarded product specifications, service bulletins, and similar documents whenever requested.
- Frequently served as intermediary with the service department for customers who were experiencing major breakdowns and other equipment related problems.
- Received cross-training and helped with reception and bookkeeping duties.
- Took on additional responsibilities before and during trade shows which, along with arranging travel and accommodations, included coordinating schedules and organizing booth and display information.

*GCI Ringpress*

Frankfurt am Main, Germany; April 1996 - December 1997

**Assistant to the Director**

- Supported activities of the head of a public relations firm which, although having varied accounts, concentrated particularly on producers of foods and beverages such as cheese, chicken, turkey, and eggs as well as bottled water and US brewed beer.

**Assistant to the Director (cont)**

- Acted for the Director as informal liaison with the company's four senior account executives.
- Expedited requests and screened problems raised by the professional account staff in order to devote the Director's time, energy, and attention to only the most important and difficult issues.
- Worked to reduce costs of numerous ongoing operational details by identifying and negotiating discounts from providers of items that ranged from office supplies to cleaning services.
- Used Excel, Word, and PowerPoint when typing, proofing, organizing, and often translating correspondence and presentation materials needed by the Director.
- Coordinated travel, appointments, and meetings as well as assisting the Director with arranging and setting up press conferences.
- Along with all of the above, worked directly with clients in areas such as preparing / distributing press releases and other informational materials.

**OTHER EMPLOYMENT** Worked for approximately one year as a packager in a pharmaceutical plant as well as holding a variety of temporary jobs mainly in office settings.

**EDUCATION** *Max-Eyth-Schule Technical College* Dreieich, Germany; 1993-1995  
Completed a two year program of study including courses such as:  
 - Micro / Macro Economics - Patterns of International Trade  
 - Business Computer Applications - Principles of Bookkeeping & Accounting  
 - Office Management - Business English & Spanish

*University of Frankfurt,* Frankfurt, Germany; 1993  
Studied German language, history and literature for two semesters.

*Dreieich-Gymnasium,* Langen, Germany; 1992  
Followed and completed the most enriched secondary studies track within German public education. Through either written examinations or oral presentations demonstrated required levels of competence in Biology, Ethics, English and German Literature / Culture. Also did lesser but still substantial amounts of work in Physics and Chemistry, both of which involved mathematics.

**ADDITIONAL BACKGROUND**

- Interests include animals, animal care, and horseback riding as well as travel of any kind and history, particularly, that which deals with the culture, activities, and values of every-day people.
- Consider myself to be a sociable person who is an effective communicator and team player, one who aims for fairness in all interactions.

**REFERENCES** Will be available along with a complete work history upon readers' request.