

# ANNA CARLSON

(207) 209-4024  
jane@resumejane.com

99654 Stirling Heights  
West Jordan, UT 84081

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## EXECUTIVE ASSISTANT / OFFICE MANAGER

Extremely motivated, creative, outgoing, and trustworthy Management Professional has more 18+ years of combined experience in providing operations leadership and administrative support. Reliable candidate is actively seeking a challenging role as an Executive Assistant, or Office Manager, ideally with a dynamic and progressive company.

Excellent communication and interpersonal skills make the candidate successful in seamlessly working with clients, patients, staff members, and other professionals across different job levels. Highly organized professional demonstrates key abilities in leadership, event planning, management, client relations, administrative assistance, planning, communication, organization, training, and problem solving. Effectively contributes towards organizational achievement, leads cross-functional teams by example, professionally deals with increased challenges and responsibilities, and excels under pressure.

- ✦ Excellent Leadership & Management Skills
- ✦ Proficient in Interpersonal Relations
- ✦ Event Coordination & Planning
- ✦ Adept in Organization & Multitasking
- ✦ Task & Detail-Oriented Team Builder
- ✦ Resourceful & Creative Problem Solver

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## CAREER HISTORY

<b>Dr. Jack Stockwell &amp; Associates</b> Office Manager/Bookkeeper	2013 – Present
<b>Telarus, INC.</b> Operations Manager, Event Planning & Training	2006 - 2013
<b>High Performance Coatings</b> Director of Purchasing, Travel and Office Management (004 – 2006) Office Manager & Executive Assistant (1997 – 2004)	1997 - 2006
<b>FFR Marketing</b> CEO Executive Assistant	1996 - 1997

## PROFESSIONAL EXPERIENCE

- ✦ Saw an increase in office and administrative productivity and established procedures to provide customers with deliverables on-time; oversaw operations with regards to document and email creation; maintained databases including accounts receivable, customer and event coordination; trained staff as required.
- ✦ Managed podcast with 50K+ downloads monthly for the doctor; created a QR code so listeners could scan and immediately start listening to the podcast on their phones resulting in an increase of downloads in iTunes.
- ✦ Drafted reports and performed research as necessary; attended tradeshows to promote company products and organized events, parties, car shows and media events; maintained inventory, developed AP & AR systems to aid in streamlining agent commission payment systems.
- ✦ Provided high level administrative assistance in fast paced environment; streamlined processes; proofed and edited documents; ensured all correspondence and deliverables were correct internally/externally; developed corporate training manual.

- ✦ Played integral role in creating an internal process to track files/and location of products for OEM accounts with a daily reporting system; resulted in less of a part rejection rate.
- ✦ Implemented monthly marketing e-blasts; researched for development and management practices and utilized that information for customer development and retention; managed daily HR needs including payroll, and expense management.
- ✦ Handled duties such as filing, arranging conference calls, meetings and created statistical reports; competent leader with extensive experience in prioritizing, delegating, and controlling work flow in high volume industry work environments.
- ✦ Developed all event procedures, marketing and planned venues, travel, hotel arrangements, food, and provided staff and attendees with welcome kits and itineraries; coordinated all audio/visual needs and logistics prior to event.

## EDUCATION & TECHNICAL SKILLS

**Salt Lake Community College, 1995 - 1996**

General Studies

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access)

✦ QuickBooks ✦ Bookkeeping ✦ DropBox ✦ Social Media ✦

## NOTABLE HIGHLIGHTS

- ✦ Certified Telecom Professional, 2013.
- ✦ Developed an innovative email and mailing campaign for the patient list; increased patient care numbers by 15% within the first 30 days from launch.
- ✦ Developed Informative process as follow-up on patient care; marked a 20% increase in new patient retention within 60 days of program implementation.
- ✦ Managed and coordinated Innovation Team; managed budget of \$400K and executed the Tealrus Partner Summit with 350+ attendees including high level executives in telecommunications.

*References Gladly Provided Upon Request*