**John Doe**

17 Fake Ave., Sault Ste. Marie, ON • 705-123-5678 • johnd@gmail.com

**OBJECTIVE**

Accurate, thorough, and persistent individual seeking a position within audit as part of the Summer Vacation Scheme with Deloitte. Exceptional communication and problem-solving skills to bring a positive change to any working environment.

**KEY QUALIFICATIONS**

* Over 2 years of varied and increasingly responsible secretarial experience
* Graduated Manchester University with a 2.1 in German
* Proven ability to handle multiple, competing priorities in an effective manner
* Thorough knowledge of written English; grammar, spelling, vocabulary, and punctuation

**SKILLSET**

|  |  |
| --- | --- |
| * Team-work | * Fast touch-typing |
| * Customer Service | * Fluent Spanish and German |
| * Creativity | * Travel Logistics |
| * Transcribing Dictation | * Event Co-ordination |

**TECHNICAL EXPERTISE**

* Computer: Spreadsheet, word processing, database management, typing speed 75 WPM
* MS Office: Word, Excel, and PowerPoint
* Competent knowledge of xHTML and CSS computer coding techniques

**PROFESSIONAL EXPERIENCE**

FMC Catering Company – London, UK Jul 2010 – Present

**Assistant Regional Manager**

* Prepare, record, check over and proofread correspondence, invoices, presentations, brochures, publications, reports, and relevant material
* Record and prepare minutes of meetings
* Organize travel schedules and book reservations

Key Accomplishments:

* Trained and coordinated activities of internees, whose efforts resulted in $11,000 rise in revenue
* Achieved Employee of the Month award – May 2012

Universal Music Group – London, UK Sep 2008 – Jan 2010

**Junior Clerk / Receptionist**

* Answered telephone and electronic enquiries and forwarded telephone calls and messages to appropriate person
* Greeted visitors, determine nature of dealing and send visitors to correct person

Key Accomplishments:

* Reorganized administrative procedures, shortening process time by 30%
* Designed and implemented customer care strategy that increased sales by 25%

**EDUCATION**

University of Manchester – graduated with a 2.1 in German Sep 2005 – May 2008

Junior Grammar School – passed 5 top grade A-levels exams Jun 1999 – May 2004