

Melissa A Purdy
[xxx-xxx-xxxx]
[first.m.last@gmail.com]
[linkedin.com/in/username]

Objective

Dynamic, efficient, experienced administrative professional seeks a fast-paced, multi-faceted within a healthy growing organization.

Summary

Accomplished and energetic professional assistant with experience across a wide array of business functions. Excellent communication and presentation skills; consistently conveys complex information to varied audiences. Organized and effective team member with a proven ability to train and develop new hires.

Aon Consulting Worldwide (2005-2009)

Behavioral Assessor | Call Center Performance (2008-2009)

Provided analytical behavioral feedback based on client guidelines for customer service phone calls.

- Recorded trends on various behavioral dimensions across call center locations.
- Proactively tracked and reported issues regarding connectivity and telecommunications.
- Created and implemented tracking system to ensure top productivity, keep data organized and accessible, and to ease monthly reporting.
- Served on Steering Committee for Aon's Women's International Network of Greater New York

Staffing Support Associate | Employment Processing (2007-2008)

Coordinated hiring process over ten thousand candidates across various clients and industries.

- Managed the document retention of all hardcopy job applications and test result reports.
- Prepared and sent status update letters for prospective employees.
- Followed up with clients and vendors regularly.
- Streamlined the hiring process through the design and implementation of a manual-input spreadsheet database to thoroughly track all candidate test results, communications, and provide forecasting information across various locations
- This database was eventually automated which further streamlined the hiring process.
- Actively participated in Aon's Women's International Networking Group of Greater New York

Findlay Migration Project | Centers of Excellence (2006-2007)

Facilitated transition of Findlay, OH office functions to Hauppauge, NY location through comprehensive training initiatives.

- Project was completed three weeks ahead of schedule and under budget by \$10K.
- Launched thorough training matrix to identify, track, document and and perform all necessary training.
- Identified and assessed new hire needs, costs, turnaround times and technological requirements.
- Provided daily updates on all training; utilized stellar communications and goal-setting skills to modify calendar of transitions as necessary.

Melissa A Purdy
[xxx-xxx-xxxx]
[first.m.last@gmail.com]
[linkedin.com/in/username]

Staffing Support Associate | Assessment & Selection (2005-2007)

Scheduled telephone assessments for various candidates and delivered organized results reports according to various clients' procedures.

- Organized thorough training manual and updated all process documentation regularly.
- Served as Project Manager and Office Manager back-ups as necessary.
- Actively participated in monthly conference calls regarding client and vendor issues. Created timeline for next steps with management.
- Redefined process for scheduling requests and results reporting which minimized turnaround time.
- Trained new colleagues on all required functions.

Raynor Garage Door Co, Inc. (2003-2005)
Administrative and Sales Assistant

Applied extensive product and service knowledge in showroom and via phone and e-mail for information pertaining to sales/installation and service of residential and commercial garage doors and garage door systems.

Mineola Union Free School District
Marching Band Camp chaperone and lessons assistant (2001)

Assisted in overseeing over two hundred students through daily routine for one week at Marching Band Camp

- Assured smooth transitions between whole group, partial group and individual instruction.
- Provide assistance to students and staff as necessary
- Instructed and motivated struggling students, particularly during small group instruction.

Summer Music Assistant Teacher (1998, 1999, 2000 - seasonal)

Organized and facilitated the registration and instruction of all students.

- Organized instrument rental and tuition collections.
- Instructed students in group and private settings.