

DEEDEE CLARK

Bachelor of Arts ■ Economics

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Administrative Professional

More than 5 years of administrative experience in highly professional environments. Record of becoming productive — quickly — by displaying adaptability and ease of learning. Leadership demonstrated through professional customer-pleasing demeanour, problem solving with good judgment, forward-thinking and sound business solutions, and tactful, confidential and respectful communications with all.

Solid record of consistently and reliably meeting deadlines.

- ✓ Effective problem solver who uses active listening to absorb the details prior to taking action.
- ✓ Quick learner who immediately takes on new software, operational procedures and transactional duties.
- ✓ Collegial team player who pitches in, provides advice, mentors new staff, helps out, and can be relied on.

Administrative competencies include:

Outstanding interpersonal skills
Detail-minding organizational skills
Reacting with focus on resolution
Tactful communications
Benefits, payroll, reception

Deadline meeting time management skills
Accuracy in data entry, applying procedures, filing
Attentive listening for superlative customer service
MS Word, Excel, Access, PowerPoint, Project
Databases: PeopleSoft and Quest

Professional Experience

University of Ontario City, Human Resource Department (20xx-current)

Gained experience, accountabilities and knowledge in progressing from contract positions to current permanent role in Human Resource Department of 30 staff that serve 2000 staff and 800 faculty.

Payroll Benefits Assistant (full-time permanent 20xx - current)

As one of six in Payroll Benefits Assistant role, using PeopleSoft and Quest database software, personally administer services for 10 departments of 500+ staff with monthly payroll and ongoing benefit-related needs. Recognized for accuracy, dedication and cooperative style. Divide time as follows: 50% completing payroll-related data entry and problem solving, and 50% meeting with clients for benefit-related accountabilities.

- Completed required Certified Payroll course through Payroll Association.
- Met all strictly enforced payroll deadlines, liaising daily with departmental managers to resolve discrepancies or confirm missing information.
- Provided “go-to” role for colleagues for complex benefits-related inquiries.
- Pitched in to help out by taking on extra paperwork, or helping out in colleague’s absence.
- Adjusted workload to accommodate seasonal fluctuations: benefit sign up meetings increase significantly three times per year, and each may require up to one hour’s customer service.
- Suggested ideas for improved customer service that will also save time:
 - Unit undertaking a process review with a survey and count of counter-related inquiries.
 - With implementation of new PeopleSoft version, suggested that employees be provided with access and approval to enter certain data or download certain documents.

... Professional Experience continues ...

Interim Benefits Coordinator (6 month contract, 20xx)

Reporting to Human Resource Director, assisted staff with leave-related benefit requirements (maternity/parental/adoption, disability, unpaid, temporary, and sabbatical leaves of absence). Ran monthly claims summary report and analyzed outcomes with Director.

- Took over role in critical period where the benefits provider was being switched over to a new provider; worked closely with Director in regular meetings with new provider to finalize transition:
 - Contributed to a smooth transition, without major disruptions.
 - Tracked and followed up on responses to mass email (to 3000+) that required 100% response.
 - Communicated changes to staff, for example, availability of online claims.
- Consulted with staff one-on-one and applied knowledge of Employment Standards Act as well as employer's and insurer's policies to explain benefit requirements.
 - Met with Disability Advisor, Department Manager, and Occupational Therapist to discuss complex disability claims.
- Delivered updated benefit-related communication programs, for example:
 - Organized *Brown Bag* (Lunch 'n Learn) presentation in conjunction with the Employee Assistance Program (EAP) Committee each day for one week (annual event).
 - Updated content and delivered benefits-related, new-employee orientation program.

Benefits Assistant (5 month contract 20xx-20xx)

Reported to Benefits Coordinator; accountable mainly for data entry for up to 4000 benefit recipients.

- Assisted Coordinator with early stages of complex transfer from one benefits provider to another.
- Liaised with insurance provider on amalgamation of health and dental benefits.

Prior to the University of Ontario City:

Executive Assistant to Branch Managers, A Small Private Investor Group, City Name, ON (20xx)

Accountable for organizing weekly onsite meetings attended by up to 15 managers and executives.

- Prepared PowerPoint presentations for Branch Managers.
- Attained the IFIC (mutual fund) license, required for this position.
- Contributed to company transitioning smoothly during acquisition by another investment firm.

Also completed several temporary clerical/receptionist positions through Major Recruiter with, for example, Big Tech, Small Tech Firm, and a Small Investors' Group (20xx).

Education & Professional Development

Bachelor of Arts ▪ Economics (20xx)
University of Ontario City

IFIC License ▪ Mutual Funds Course (20xx)

CPA ▪ Payroll Certification (20xx)