

Sonya feldman
317 huntington Drive
Ottawa, ON K2g 1R6

Career Objective: Administrative Assitant

Administative Skills

- **Computer Knowledge**
 - ◆ MS Windows 2000 and Explorer
 - ◆ MS Office 2000: Word, Excel, Outlook, PowerPoint and Access
 - ◆ E-mail, Internet and desktop publishing
 - ◆ Proficient in keyboarding: 60 wpm

- **Business Communications**
 - ◆ Able to communicate effectively in a business environment
 - ◆ Create, proofread and edit business documents: letters, memorandums, reports, worksheets and presentations
 - ◆ Bilingual: spoken and written english and French

- ❖ **Office Administration**
 - ◆ Handle administrative procedures such as mail, reception, records management/filing, transcription, travel arrangements, ordering supplies and inventory
 - ◆ Financial record-keeping: banking, budgets, petty cash and expense accounts
 - ◆ Meetings: create agendas, take notes and transcribe minutes
 - ◆ Familiar with office ergonomics.

- **Office Equipment**
 - ◆ Facsimile, photocopier, dictation, printers, laminator, scanner, postage meter and scale

- **Human Relations**
 - ◆ Experienced in customer service
 - ◆ Excellent problem-solving and critical thinking skills.
 - ◆ Effective use of time and stress management

Education

- | | |
|------|--|
| 2000 | Office Administration General Certificate, Algonquin College, Ottawa |
| 1998 | Hight School Diploma, Colonel By High School, Ottawa
Member of the Yearbook Committee |

Employment History

1998 – 2000 Customer Service Representative, A & W Restaurant, Ottawa
Accomplishment: Received Employee of the Month Awards

 Summer 1997 Cashier/Waitress/Hostess, Denny’s Restaurant, Hull,
Quebec

Leisure & Recreational Interests

- ♦ Playing soccer, choral singing and reading novels.

References: Available upon request