

Laura Riley

Apex, North Carolina ♦ 704-840-4055 ♦ lacolry44@hotmail.com

ADMINISTRATIVE ASSISTANT

A dedicated and resourceful administrative professional with proven expertise working with clients and customers in professional settings. Known for discretion in handling confidential information, processes, and procedures. Recognized for providing superior support and service to all levels of management, staff, and clients. Exceptional at identifying opportunities to streamline processes. Skills and qualifications include:

- Detailed and accurate
 - Integrity and Dependability
 - Discretion and Confidentiality
 - Problem Solver
 - Fast Paced Environments
 - Office Management
 - Prioritization and Multitasking
 - Organization and Coordination
 - Microsoft Office
 - QuickBooks
 - Data Entry
 - Punctual and Self-Motivated
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Professional Experience

Associated Builders and Contractors of the Carolinas, Apex, NC

January 2018 – June 2018

Member Services Administrator / Administrative Assistant

- Supported vice president, membership and workforce development staff
- Assisted with chapter activities, member services, and apprenticeship program
- Responsible for vice president's expense reports and submission of receipts
- Trusted with monitoring association's credit card statement and all employee expenses and submission of receipts
- Monitored accounts receivable and submitted office payables
- Assisted in maintaining accuracy in income and expense accounts
- Entered prospect and member information into weblink database to assist in generating accurate reports
- Completed event close out procedure to ensure the accuracy of data for ROI reporting for membership events and apprenticeship semesters
- Entered and filed all student paperwork including grades, attendance, and registration information
- Prepared registrations, paperwork, and books for returning students and assisted instructors
- Managed inventory and office supplies

Superior Insurance, Charlotte, NC

February 2017 – June 2017

Administrative Assistant / Customer Service Representative

- Worked closely with CEO to gain new clients
- Communicated with clients and potential clients to confirm all details, questions, and concerns were handled urgently and properly
- Processed client payments on multiple insurance websites
- Ensured all insurance contracts were executed in a timely and accurate manner
- Scanned all client documentation into Jenesis database
- Maintained office and client files

Whitlock Builders, Inc., Charlotte, NC

August 2016 – January 2017

Production Administrative Assistant

- Supported the home services coordinator, production coordinator, and assisted the manager of administrative services
- Created and maintained Home Services Department schedule of projects
- Processed service requests from clients
- Entered project information into Sage and Buildertrend
- Proofread and edited estimates, proposals, contracts, and change orders for final preparation and delivery to clients
- Trusted with highly confidential client information and contract amounts

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- Tracked project manager's jobsite documentation including: safety inspections, jobsite sign in sheets, toolbox talks, and weekly progress photos
- Verified trade contracts and client payments for accuracy in Sage and pVault

Associated Builders and Contractors of the Carolinas, Charlotte NC

March 2013 – March 2016

Administrative Assistant / Office Administrator

- Supported president, vice president, membership, legislative, and workforce development staff
- Handled invoicing for all events for a two-state chapter using QuickBooks and Weblink
- Responsible for accounts receivable, follow up calls for payment, and preparing all deposits
- Assisted in maintaining accuracy in expense and income accounts
- Developed, launched, and maintained organization's new website
- Improved record-keeping processes and increased revenue

Jewelry Concepts, Inc., Cranston, RI

March 2011 – November 2012

Administrative Assistant / Sales Assistant

- Supported national sales account executive
- Maintained supervisor's calendar including tasks, deadlines, and meetings with multiple clients and company department managers
- Directly communicated with client's administrative support staff to assure all details, questions, and concerns were handled urgently and properly
- Contact person regarding all client purchase orders in multiple departments including; costing, purchasing, shipping and receiving, quality control inspection, and packaging
- Entrusted with valuables including contract amounts, precious gems, and jewelry

Vitek Corporation, Charlotte, NC

August 2008 – December 2010

Administrative Assistant / Office Manager

- Developed and implemented new filing system and office procedures
- Assisted owner with deposits, accounts payable, and accounts receivable using QuickBooks
- Handled incoming and outgoing part shipments to USA and Germany
- Handled offers, purchase orders, order confirmations, and invoices for parts, service, and machine orders
- Maintained machine parts inventory and office supply inventory

Palmetto Air & Water Balance, Inc., Charlotte, NC

November 2005 – March 2008

Administrative Assistant / Office Manager

- Trusted with confidential proposal and contract amounts
- Maintained project files and database
- Created reports, change orders, proposals, and correspondence
- Contacted customers for purchase orders, contracts, submittals, and drawings

Education / Training / Professional Development

Associate of Applied Science in Office Systems Technology

December 2004

Central Piedmont Community College, Charlotte, North Carolina

CAP® Certified (IAAP Certified Administrative Professional)

May 2010 – May 2015

QuickBooks

August 2005

Central Piedmont Community College, Charlotte, North Carolina

International Association of Administrative Professionals (IAAP)

March 2006 - March 2014

North Carolina Notary Public

May 2006 - October 2010