

# ELIZABETH A. SWEENEY

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## EXECUTIVE ASSISTANT / OFFICE PROFESSIONAL SEEKING: EXECUTIVE ASSISTANT OR ADMINISTRATIVE ASSISTANT ROLE

### PROFESSIONAL QUALIFICATIONS PROFILE

**Highly dedicated and focused office professional with executive administration, small business, and educational instruction experience.** Possesses excellent communication skills, excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with strong drive to succeed. Highly experienced in human resources, account management, appointment scheduling, and problem solving. Seeking a new opportunity within a stable workplace where my transferable skills will be of asset to the organization while providing opportunities for personal growth, advancement, and development within the organization.

### CORE COMPETENCIES

- Administrative Support
- Relationship Building | Retention
- Invoice Processing & Billing
- Meeting & Travel Coordination
- Presentation Preparation/Delivery
- Documentation & Processing
- Sales & Expense Reporting
- Analysis & Proofreading
- Business Correspondence
- Files/Records Management
- Account Management
- HR Responsibilities

**Technical Skills: PC, All office Support Systems, MS Office Suite (Word, Excel, PowerPoint, Outlook)**

### PROFESSIONAL HISTORY

#### AMERICAN TOWER/SMARTLINK, LLC | CARY, NC Engineering Coordinator | Oct. 2018 - Jan. 2019

**Scope:** Performed administrative activities and executive office automation functions such as storing and retrieving electronic documents or files using electronic mail and other software applications; merging information from word processing, graphics, tabular, Internet/Intranet and database material into final product.

- Received and reviewed all incoming correspondence; handled routing or recurring inquiries and directed others to appropriate personnel. Responded to routine and non-technical request of information.
- Printed drawing sets and Professional Engineering ("PE") letters for sealing by engineers, scanned, sealed engineering documents and uploaded for delivery.
- Maintained the filing system and reference manuals, publications, log books, in-house program documentation and other forms of documentation ensuring that they were current and complete.

#### ROYAL BANK OF CANADA/ROBERT HALF STAFFING AGENCY | RALEIGH, NC New Accounts Processing/Data Analyst | Oct. 2017 - Oct. 2018



**Scope:** Opened new accounts for clients in the US and Canada once they passed screening for any potential fraud.

- Processed standardized or routine transactions within a specific area or department by verifying documents for accuracy, input information/data into computer files, databases or systems, or in record retention systems.
- Responded by phone, email and in person to questions from other Operations departments and management staff. Routed escalated questions to the appropriate resources following established departmental policies.
- Assisted with reducing risk by suggesting process changes and modifications as appropriate.
- Processed and analyzed incoming account documentation.

#### FIRST FINANCIAL GROUP/MASSMUTUAL | BALA CYNWYD, PA Executive Assistant | Jul. 2016 - Apr. 2017



**Scope:** Provided high-level and confidential support to the Vice President and served as the Vice President's primary liaison to all internal and external constituents, including financial advisors.

- Interviewed and screened prospective employment candidates.
- Created, organized, filed and maintained accurate electronic files and hardcopy folders.
- Performed general administrative support such as monitoring incoming mail, receiving, screening, prioritizing and following up on internal and external incoming calls and emails.
- Managed Vice President's calendar and maintained contact lists, interacted with internal and external executives and their assistants to schedule meetings for the Vice President and multiple partners.
- Served as liaison between Vice President, Financial Advisors and external banks and financial institutions.

## PROFESSIONAL HISTORY CONTINUED

**LEGEND PROPERTIES | PLYMOUTH MEETING, PA**  
**Executive Assistant | Jun. 2015 – Jul. 2016**



**Scope:** Provided high-level and confidential support to the CEO and served as the CEO's primary liaison to all internal and external constituents, including Legend Properties senior staff, and board of directors.

- Arranged travel and prepared itineraries, expense reports and reconciliations. Assured the CEO was prepared for meetings and travel. This included creating and assembling related materials, scheduling venues for meetings held offsite, and coordinating transportation.
- Managed, screened CEO and company phone calls, voicemails, audible dictation and email processing.
- Assisted with special projects as directed by the CEO including creating presentations for business development.
- Distributed briefing materials and/or written summaries of matters of interest on behalf of the CEO.
- Greeted and worked with numerous visitors including clients, company executives, and VIPs.

**RAY SWEENEY ELECTRONICS SERVICES | KING OF PRUSSIA, PA**  
**Administrative Assitant | Feb. 2003 – Aug. 2017**



**Scope:** Responsible for a wide variety of administrative tasks, including management of all correspondence, answering calls, and schedule maintenance.

- Managed accounts receivable and payable and processed warranty claims.
- Answered telephone and greeted visitors. Referred visitors, phone calls and questions to the appropriate staff.
- Researched, compiled and edited information. Filed and retrieved a variety of documentation.
- Scheduled and maintained calendars.
- Maintained total inventory of purchases for accurate inventory supply tracking. Prepared and monitor online procurement forms to include purchase orders and requisitions and monitored budget expenditures.

**LOWER MERION SCHOOL DISTRICT**  
**TREYDYFFRIN/EASTTOWN SCHOOL DISTRICT**  
**UPPER MERION AREA SCHOOL DISTRICT**



**Per Diem Substitute Teacher | Dec. 2007 – Jul. 2016**

**Scope:** Responsible for filling in for short-term absences and long-term absences. Delivered instruction, graded assignments, took attendance and created lessons plans as needed.

- Executed lesson plans left by the absent teachers and created lesson plans when no instructions were left.
- Created and maintained a respectful and fair classroom culture that fostered safe and productive learning in accordance with school policies.
- Continuously refined practice to deliver the utmost professionalism in all interactions with teachers, staff, parents, and students. Modified teaching styles to fit the learning styles of various students.

### EARLIER CAREER

**BRIGHT HORIZONS | KING OF PRUSSIA, PA**  
**Lead Infant and Toddler Teacher | May. 2007 – Dec. 2007**

**KINDERCARE LEARNING CENTERS/MAGIC YEARS | RANDOR, PA**  
**Lead Infant and Toddler Teacher | Sept. 2005 – May 2007**

## EDUCATION & CERTIFICATIONS



**Graduate Degree Program – 2013 (4.0 GPA)**  
**IMMACULATA UNIVERSITY, IMMACULATA, PA**



**Bachelor of Arts – Education – 2005**  
**EASTERN UNIVERSITY, ST. DAVIDS, PA**  
Concentration in American History & Early Childhood Studies  
Awarded Dean's List  
Recital pianist/accompanist & university choir

Early Childhood Education – **Certification**  
Elementary Education – **Certification**  
Middle School History – **Certification**