

# Dawn Cottrell

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## OBJECTIVE

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To obtain a position as an Administrative Assistant with a company that I have the opportunity to grow with.

## SKILLS

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- Knowledge of Microsoft operating systems and programs such as Windows XP and Microsoft Word, Excel, PowerPoint, the Internet, Email systems such as Microsoft Outlook, Outlook Express, and web-based mail. Obtained certificates in Microsoft Word and Lotus 1-2-3.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files, designing forms, and other office procedures and terminology.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources.

## EMPLOYMENT

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### **Assistant to Director of Purchasing/**

### **Contract Administrator**

**YEARS EMPLOYED 2007-2008**

**SALARY \$40,000.00 YEAR**

The Hofmann Co., Inc

**Concord, CA**

- Maintain records of goods ordered and received.
- Locate vendors of materials, equipment or supplies, and interview them to determine product availability and terms of sales.
- Prepare and process requisitions and purchase orders for supplies and equipment.
- Assist with purchasing department budgets.
- Review purchase order claims and contracts for conformance to company policy.
- Develop and implement purchasing and contract management instructions, policies, and procedures.
- Resolve vendor or contractor grievances, and claims against suppliers.
- Prepare purchase orders, solicit bid proposals and review requisitions for goods and services.
- Negotiate, or renegotiate, and administer contracts with suppliers, vendors, and other representatives.
- Maintain and review computerized or manual records of items purchased, costs, delivery, product performance, and inventories.

- Implement corporate and departmental policies, procedures, and service standards in conjunction with management.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Created Spec Binders for interested homeowners.
- Keep track of insurance certificates and business licenses.
- Back up Receptionist.
- Administrate and coordinate the supportive services to the Director of Purchasing, VP and Purchasing Agents.

**Project Assistant**

**YEARS EMPLOYED 2001-2007**

**SALARY \$30,000.00 YEAR**

L.D. Strobel Co., Inc.

**Concord, CA**

- Prepare invoices, reports, memos, letters, financial statements, organizational charts, and other documents, using word processing, spreadsheet, database, and presentation software.
- Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
- Open, read, sort, and distribute incoming correspondence and other material and prepare answers to routine letters.
- Complete and mail bills, contracts, policies, or checks.
- Electronically sort and compile text and numerical data, retrieving, updating, and merging documents as required.
- Set up, maintain, and update paper and electronic filing systems for inventory records, correspondence, database systems, and other material.
- Review files to obtain information to respond to request and attach appropriate files to paper and electronic correspondence requiring replies.
- Operate office equipment such as fax machines, copiers, scanners, and phone systems.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, and address complaints.
- Perform general office duties such as ordering supplies and performing basic bookkeeping work such as collect, count, and disburse money out of petty money account.
- Assisted with Accounts Payable, Accounts Receivable and Payroll on a weekly bases.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Process, verify, and maintain documentation relating to personnel activities.
- Record data for each employee, including such data as addresses, earnings, absences, Workmen's Compensation records, and dates of and reasons for terminations.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Prepare and distribute written and verbal information to inform employees of benefits, compensation and personnel policies.
- Confer with supervisory personnel, owners, contractors, and design professionals to discuss and resolve matters such as work procedures, complaints, and construction problems.

- Assist workers at construction sites through Sprint/Nextel Network. Managed repairs and billing.
- Handled DMV Licensing and registration, gas cards and Fasktrak.
- Prepared workers compensation and first aid forms.
- Created Procedure manual, Safety manual and Company introductory manual.
- Ordered OSHA safety fliers, posters and videos need for the crew.
- Arranged safety meeting and kept track of attendance.
- Keep track of certificates of insurance, liens and releases and business license.
- Processed employees for background checks, drug tests and finger printing for customer approved badges.
- Keep track of expiration and stickers needed to update badges.

**Office Assistant**

**YEARS EMPLOYED 2000-2001**

**SALARY \$30,000.00 YEAR**

Sam Clar Office Furniture

**Concord, CA**

- Prepare invoices, reports, memos, letters, financial statements, organizational charts, and other documents, using word processing, spreadsheet, database, and /or presentation software.
- Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
- Open, read, sort, and distribute incoming correspondence and other material and prepare answers to routine letters.
- Complete forms in accordance with company procedures.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, or checks.
- Compute, record, and proofread data and other information to check for correct spelling and grammar, ensuring that company format policies are followed, and execute revisions.
- Electronically sort and compile text and numerical data, retrieving, updating, and merging documents as required.
- Set up, maintain, and update paper and electronic filing systems for inventory records, correspondence, database systems, and other material.
- File and store completed documents on computer hard drive or disks, and maintain a computer filing system to store, retrieve, update, and delete documents.
- Review files to obtain information to respond to request and attach appropriate files to paper and electronic correspondence requiring replies.
- Keep records of work performed.
- Operate office equipment such as fax machines, copiers, scanners, and phone systems.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, and address complaints.

**Purchasing Assistant**

**YEARS EMPLOYED 1997-1999**

**SALARY \$25,000.00 YEAR**

Cables Unlimited

**Concord, CA**

- Prepare purchase orders and send copies to suppliers and to departments originating requests.
- Respond to customer and supplier inquiries about order status, changes, or cancellations.
- Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
- Review requisition orders in order to verify accuracy, terminology, and specifications.
- Prepare, maintain, and review purchasing files, reports, and various lists.
- Compare prices, specifications, and delivery dates in order to determine the best bid among potential suppliers.
- Track the status of requisitions, contracts, and orders.
- Calculate the costs of orders and charge forward invoices to appropriate accounts.
- Compute, record, and proofread data and other information to check for correct spelling and grammar, ensuring that company format policies are followed, and execute revisions.
- Electronically sort and compile text and numerical data, retrieving, updating, and merging documents as required.
- Set up, maintain, and update paper and electronic filing systems for inventory records, correspondence, database systems, and other material.
- File and store completed documents on computer hard drive or disks, and maintain a computer filing system to store, retrieve, update, and delete documents.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.

**Customer Service / Sales Representative**

**YEARS EMPLOYED 1995-1996**

**SALARY \$25,000.00 YEAR**

Sally's Beauty Supply

**Concord, CA**

- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Solicit sales of new or additional products.
- Itemize and total customer merchandise selection at checkout counter, using cash register and accept cash, check, or charge card for purchases.
- Pack customer purchased in bags or cartons.
- Take inventory or examine merchandise to identify items to be reordered or replenished.
- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Receive, open, unpack, and issue sales floor merchandise.
- Clean display cases, shelves, and aisle