

# Don Ocean

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**Objective** To obtain the position of Office Assistant with Bailey & Associates

## **Summary of Skills**

- Over 8 years' experience in the administrative field
- Proven track record in building and maintaining a large client base
- Self-motivated and confident in making independent decisions
- Well organized and consistently meet or exceed deadlines
- Work effectively as a team member and bring a positive, upbeat attitude to work

## **Relevant Experience and Skills**

### **Administrative Skills**

- Scheduled appointments for clients in a timely manner
- Organized the calendars for 10 staff members
- Answered telephone and e-mail inquiries from the general public about available services
- Filed confidential documents; maintained and organized active and archived files

### **Computer Skills**

- Mastered Microsoft Word suite: Excel, Word, PowerPoint and used each program daily
- Skilled at typing and formatting business correspondence
- Created and e-mailed a weekly newsletter for staff
- Managed all edits and updates on the company website

### **Communication Skills**

- Proven ability to remain calm under pressure and when responding to challenging client situations
- Maintain the strictest level of confidentiality at all times
- Provided technical support to clients by assisting them to walk through online application processes
- Trained new staff on proper telephone, e-mail and in-person service



**Education**

**Administrative Assistant Diploma**

- XYZ College, Charlottetown, PE

Graduated 2017

**Grade 12 (Academic)**

- Smith Falls High School, Smith Falls, PE

Graduated 2015

**Additional Training**

- How to Handle Difficult Customers, 2020
- PowerPoint & Excel – 3 day training, 2019
- Working Effectively on Large Teams, 2019

**Employment History**

**Office Administrator**

Island Office Services

Charlottetown, PE

2017 – present

**Receptionist**

Ocean Office Services

Summerside, PE

Summer 2016, 2017

**Customer Service Representative**

Spiral Communications Inc.

Summerside, PE

2015 – 2016

**Volunteer Experience**

**Treasurer**

Sherwood Lion's Club

Charlottetown, PE

2018 – present

**References Available on Request**

