

ASSISTANT TO CFO

Professional Summary

Dedicated and focused Office Administrator who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

Core Qualifications

- Computer proficiency
- Service-minded
- Motivational leadership style
- Inventory control
- Professional demeanor
- Self-directed
- Time management ability
- Ability to prioritize
- Customer service
- System improvements
- Strong initiative
- Resourcefulness
- Forward-thinking mindset

Experience

Assistant to CFO 04/2008 to Current Company Name City , State

- Managed operations in accordance with budget requirements.
- Maintained compliance with company and legal requirements.
- Oversaw operations for Charter and Dispatch Department.
- Managed office inventory and placed new supply orders.
- Updated employee paperwork and records.
- Scheduled appointments and maintained master calendar.
- Oversaw training and daily performance of three staff.
- Wrote professional business correspondence.
- Generated financial reports for management review.
- Liaised directly with customers to meet needs and maintain satisfaction. Provided support for COO and sales team in managing operation work flow.
- Improved communication efficiency as primary liaison between departments, clients and vendors.
- Planned travel arrangements for executives and staff.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Properly routed agreements, contracts and invoices through the signature process.
- Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
- Performed additional duties and special projects as assigned by the Chief Pilot.
- Coordinated additions to and deletions from the passenger lists prior to aircraft movement and coordinated changes of aircraft movement.
- Ensured compliance with all Federal, State, Local and foreign regulations.
- Announced flight status updates.
- Successfully completed NATA Compliance, TSA 12-5 program to further develop professional skills.
- Ensured that team member responsibilities were defined and understood.
- Monitored ongoing expenses relative to budget projections.
- Cultivated strong working relations with other industry executives.
- Verified that information in the computer system was up-to-date and accurate.
- Compiled statistical information for special reports.
- Created monthly reports for records, closed terminated records and completed chart audits.
- Organized billing and invoice data and prepared accounts receivable and expected revenue reports for controllers.
- Updated departmental standard operating procedures and database to accurately reflect the current practices.
- Identified and resolved system and account issues.
- Developed and created a more effective filing system to accelerate paperwork processing.
- Collaborated with other administrative team members, human resources and the finance department on special projects and events.
- Created and maintained computer- and paper-based filing and organization systems for records, reports and documents.

Charter Sales Rep and Flight Dispatcher 05/2006 to 02/2008 Company Name City , State

- Fielded an average of 50 customer service calls per day.
- Confirmed that appropriate changes were made to resolve customers' problems.
- Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Updated database with customer and sales information.
- Evaluated competitors and performed market research.

- Verified that information in the computer system was up-to-date and accurate.
- Updated departmental standard operating procedures and database to accurately reflect the current practices.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Planned travel arrangements for staff.

Charter Sales and Flight Dispatcher 03/2000 to 03/2005 Company Name City , State

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Coordinated meetings with other department managers and served as main liaison between sales and flight staff.
- Contacted providers to discuss status of rebilling and reimbursement process to ensure account resolution.
- Managed incoming and outgoing calls.
- Successfully established effective systems for record retention by creating database for daily correspondence tracking.
- Improved communication efficiency as primary liaison between departments, clients and vendors.
- Directly supported Vice President in managing operation work flow.
- Handled and processed confidential client information.
- Coordinated with airport vendors regarding fueling and catering logistics.
- Monitored flight schedule daily for 6 aircraft.
- Monitored and updated flight schedules for pilots daily.
- Accounts Receivable
- Accounts Payable

Education

High School Diploma : General 1995 Lake Weir High School City , State , USA

Skills

Account Management, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Multi-Task Management, Organizational Skills, Prioritization, Proofreading, Reading Comprehension, Report Transcription, Research, Scheduling, Spreadsheets, Telephone Skills, Time Management, Travel Arrangements, Travel Booking, Travel Planning, Vendor Management