

RACHEL VILLEGAS

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Summary **Experienced Administrative Assistant who worked with highest executive level of management. Proven capabilities in planning, organizing, executing and supporting various departmental functions. Detail-oriented, energetic team player with customer-focused attitude. Dependable professional who exercises exceptional confidentiality, judgment, works independently and takes pride in the quality of her work.**

Professional Skills

- Microsoft Word
- MS Excel
- MS PowerPoint
- SharePoint
- MS Access
- Filing/Editing
- Typing (55+ wpm)
- 10-Key
- Internal Report Processing
- Finance Support Skills
- Customer Service Skills
- Office Support
- IT Support Skills
- Project Management Skills

SharePoint & MS Access and Various Computer Training Courses

Education
High School Graduate 1975 – Dallas, TX

Employment Skills

- Developed multi-tasking ability to work in a fast-paced atmosphere.
- Pro-active in obtaining information, anticipating problems and generating solutions.
- Validated departmental budget with purchase orders.
- Consistently verified detailed finance reports for upper management.
- Effectively handled all departmental payment invoices.
- Administered legacy project management environment handling Data Process Requests (DPRs) and IT logon requests.
- Performed compliance review for proper personnel documentation.
- Provided management reports on an on going basis.
- Developed miscellaneous electronic documents utilizing Word or Excel programs.
- Maintained calendars and travel arrangements for 50+ employees including six upper management staff members.
- Maintained excellent customer relations and developed customer rapport.
- Diplomatically resolved customer's complaints on as-needed basis.
- Ability to follow instructions well and make decisions with no supervision.
- Supported up to 100+ employees on daily basis.
- Purchased weekly office supplies.
- Diligently distributed incoming departmental mail.
- Maintained all record-keeping including employees' time card reports.
- Effectively developed telephone communication skills.

Employment History	Administrative Assistant , Unitrin, Inc., Dallas, TX	1995 - 2008
	Secretary/Clerk Typist , Employers Ins of TX, Dallas, TX	1979 - 1995
	Receptionist/Clerk Typist , City of Dallas, Dallas, TX	1976 - 1978