Hildegard Okoro-Banks

Secretary

Columbus, OH · hildegard.okorobanks@example.com · (380) 555-0129 · LinkedIn

CERTIFICATIONS

Certified Administrative Professional (CAP), IAAP, 2022

Microsoft Office Specialist: Word and Outlook, 2022

SUMMARY

Secretary with 7 years supporting a school district superintendent's office and a 40-person accounting firm. Manage 3 executive calendars, draft about 30 letters and memos a week and take minutes for 6 board and committee meetings a month. Moved 12,000 paper records into a searchable shared drive and type 75 words per minute with high accuracy.

EXPERIENCE

Secretary to the Superintendent — Franklin Valley School District

Columbus, OH · Aug 2021 – Present

- Manage calendars for the superintendent and 2 assistant superintendents, scheduling about 45 meetings a week.
- Take and publish minutes for 6 board and committee meetings a month, each approved without major corrections.
- Draft about 30 letters, memos and parent notices a week from brief notes, cutting review rounds to 1 for most items.
- Scanned and indexed about 12,000 paper records into a shared drive, cutting search time from minutes to seconds.
- Answer about 60 calls and visitors a day, routing each to the right department within 1 transfer.

Office Secretary — Whitlock & Daye CPAs

Dublin, OH · Mar 2018 – Jul 2021

- Supported 3 partners and 14 accountants at a 40-person firm, handling diaries, client letters and filing.
- Prepared and mailed about 900 tax organiser packets each January with a 2-person team.
- Kept client files for about 1,100 accounts organised, with 0 lost documents during 3 tax seasons.

SKILLS

Office Support: Calendar management, correspondence, minutes, filing, reception

Documents: Letters and memos, mail merge, proofreading, records retention

Communication: Phone etiquette, visitor greeting, email triage, confidentiality

Software: Microsoft Word, Excel, Outlook, Teams, Google Workspace, Adobe Acrobat

EDUCATION

Associate of Applied Science, Office Administration, Columbus State Community College, 2017

Fictional example by FindAJobAI: the person, employers and numbers are invented.