

MARY DONOVAN

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Career Summary

- Senior administrative assistant in banking and financial trading with 9 years of experience in performing and directing executive-level administrative affairs.
- Exceptional communication, organizational, and reporting skills with proven ability to coordinate and provide administrative support functions for high-level business tasks.
- Strong attention to detail while having the ability to manage several projects and calendars concurrently.
- Often proposed and used IT technology to improve processes and reduce office costs.
- Excellent supervisory and “on the job” training skills; currently leading a team of two.

Professional Experience

East Bank, Headquarters, New York, NY

June 2013 – present

Senior Commercial Banking Assistant

Reporting directly to the Head of Business Banking, led a team of two assistants. Responsible for multiple executive calendars, contacts and correspondence, and meeting preparation and coordination.

- Prepared reports and presentations for executive meetings, including Board Meetings.
- Identified the necessary enhancements to the electronic document management system. Contributed in the requirements and performed acceptance testing of the new system for executive assistants, as needed.
- Improved conference room booking with the tracking of conference rooms in Outlook.
- Supervised and provided direction and guidance to two less experienced team members.

Financial Trading Inc, New York, NY

May 2011 – March 2013

Executive Assistant (Trading Department)

Provided general administrative and operational support to Equity, Options, and Futures Trading Managers at this fast-growing firm. Handled travel and entertainment expense submission claim process for Trading personnel. Wrote, proof-read and edited manuscripts and presentations. Advanced use of Microsoft Word, PowerPoint, Excel, and Access. Achievements:

- Identified proactively and escalated operational and control deficiencies.
- Enhanced internal communication introducing a sign-off procedure for minutes of meetings.
- Compliance assistance: Worked closely with Compliance officer on the implementation of legal and trading regulations.

Retirement Investments Inc., New York, NY

October 2008 – April 2011

Administrative Specialist

Offered administrative support to this mid-size investment company. Responsible for expediting client enquiries, managing calendar, planning meetings, making travel arrangements and keeping track of customer requests. Wrote. Proofread and edited correspondence and presentations.

- Increased availability of detailed client records and reduced office supply use with the introduction of document scanning into the database.
- Improved visibility of expenses via the implementation of an expense reporting system in Excel and generation of monthly expense reports.

Education

MBA, State University of New York at New Paltz, 2008

BA, Tudor College, Arizona State University, 2006

Completed professional development programs and workshops on Communication, Negotiation, Business Management, Project Management, and Information Systems Technology.

Languages

Fluent in Spanish and French; conversational Chinese.

Certifications

Certified Administrative Professional (CAP)

Certification in Organizational Management (OM)

Certified Microsoft Office Specialist

Affiliations

Association of Executive and Administrative Professionals (AEAP).