

XANN TERYEK
Administrative Assistant

EXPERIENCE

10/95 – Present **Administrative Assistant**, White Mountain Survey Co., Inc., Ossipee, NH

Report to President; perform all secretary duties for entire staff; accounts payable; accounts receivable; payroll; prepare annual and quarterly taxes; human resources; assist with proposals to potential clients; customer service duties as needed by clients. Receive all walk-in clients and handle a six line phone.

1/95 – 09/95 **Administrative Specialist / Marketing Coordinator**, Ashland Oil/The Valvoline Company, Lexington, KY

Report to Zerex and Pyroil Brand Managers / Marketing Department. Contact person for outside nationwide sales representatives; established central filing system for entire marketing department; solely responsible for order control reports, product warning labels, and marketing budget; prepared visual presentations for meetings; assisted managers with presentations; initiated and scheduled computer training courses for supervisors.

8/93 - 11/94 **Executive Secretary**, KidsPeace New England, Ellsworth, ME

Reported to Executive Director; interacted and worked directly to assist management. Composed and typed correspondence; created and maintained filing system; answered phones as necessary; scheduled appointments; arranged travel plans for entire company; assisted with state licensing needs; recorded minutes of and participated in management team meeting; interacted with clients under supervision of Director of Education; consulted on IEPs.

6/92 - 8/93 **Secretary**, KidsPeace New England, Ellsworth, ME

Prepared client evaluation packets, which included the following reports to create a diagnostic evaluation: Social History; Psychiatric Evaluation; Psychological Evaluation; Medical Report; Diagnostic Classroom Evaluation; Summary and Recommendations.

10/88 - 10/91 **Customer Service / Compliance Coordinator**, Alco Health Services/Geer Drug Company, Charleston, SC

Customer Service: answered customer calls; processed orders; handled calls related to: credits, inventory, invoices, AP/AR, picking, packing, shipping, delivery schedules and drivers; out-of-date merchandise; dealt extensively with our divisions; handled emergency drug orders for hospitals and pharmacies; assisted with physical inventories every six months; assisted other departments when necessary. Compliance Coordinator: New position created to ensure that division was complying with DEA regulations. Created and implemented new filing system; verified every customer order pertaining to controlled substances and/or narcotics; handled all calls coming and going to DEA; took daily and weekly inventories of controlled substances with departments involved; handled customer's complaints and questions regarding controlled substances; issues credits; attained power of attorney on every customer; assured legal transportation of controlled substances; reported suspicious orders to appropriate DEA officials; handled special orders; processed orders; double checked narcotic orders on a regular basis; carried out surprise audits as warranted; regulated warehouse inventory entries; gathered information at the request of DEA officials for audits. Administrative Assistant / Executive Secretary: Reported to Vice President / Division Manager. Opened, dated, and prioritized mail; copied and distributed service level reports; posted service level and stock changes daily; filed; screened visitors; screened visitors; screened phone calls; scheduled appointments; relieved switchboard operator as needed; worked on statistical projects for presentations; handled flight arrangements; planned conferences; collected information from

files and / or staff for routine inquiries; typed reports and correspondence for Vice President / Division Manger; Director of Inventory Control, Director of Data Processing, and Controller.

EDUCATION

1987

Co-op Executive Secretarial Program / Business Administration, Burdett School of Business, Boston, MA