

Joan Janis

Email: myemail@email.com

Phone: (555) 555-5555

Lovely City, TX 11111

March 12, 2015

Hannah Horton
Development Director
Big Church Philanthropic Agency
1234 Helping Way
Big City, TX 11111

RE: Administrative Assistant, Development Department

Dear Ms. Horton:

As an experienced administrative assistant and fundraising volunteer in the Big Church community, I'm excited about your new outreach program to bring meals to our needy elderly. You need experienced help to. My experience meets your listed requirements for managing the increased flow of information and donations in this new program

Among my accomplishments, I streamlined mailing and emailing processes at First Big Church. I also provide customer service, maintain and update event and religious school records, and use the Churchware database to record member information and prepare reports.

In addition, I have a bachelor's degree in English and seven years' experience as an administrative assistant, two with First Big Church.

Please see the résumé below for more details about my skills and accomplishments. I would welcome the opportunity to meet with you to see how my background fits your needs.

Sincerely,

Joan Janis
Attachment

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Degreed Administrative Assistant

Customer Service | Marketing Communications | Reports

- Over seven years' administrative and marketing communications experience in Big Church and higher education
- Proven ability to increase program participation through exceptional customer service, email and print communications, accurate record keeping, and personal follow-up
- Demonstrated initiative and problem-solving in service to executives, staff, students, members, committee chairs, and volunteers

Professional Skills

- Customer Service
- Report Writing
- Marketing Communications
- Email Services
- Editing
- Meeting Planning
- Calendar Scheduling
- Oral & Written Communication
- Record Keeping
- Databases
- MS Office: Word, Excel, Outlook, Powerpoint

Administrative Experience

First Big Church, Lovely City, TX

2013–2015

Administrative Assistant to the Religious School Director (7/2013–7/2015)

Marketing Coordinator (3/2013-7/2013)

Served two executives, 300 students, three committee chairs, and volunteers in a 600-member congregation. Developed marketing communications, forms, tracking systems, and reports. Used the Churchware database. Answered questions and solved problems regarding religious school, data, and marketing communications.

Marketing Communications

- Reduced five-fold email production time by setting up a Constant Contact account linked to the database. Established separate groups for members, school, grades, and committees.
- Cut by 2/3 the time required for religious school mailings by changing the Churchware database label format.
- Achieved twice the average email open rate for religious organizations.
- Attracted program participants through emails, press releases, flyers, and PowerPoint presentations. Set up, edited, and distributed the monthly newsletter. Updated the website.
- Organized and streamlined staff and volunteer publicity requests by creating a request form and tracking spreadsheet.

Forms and Record Keeping

- Designed forms for easier program and school registrations on paper and online. Maintained all religious school records.
- Prepared reports, class lists, rosters, report cards, award certificates through the Churchware data base. Worked with tech support to improve reports and fix problems.

◆ Continues ◆

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EXPERIENCE, First Big Church, continued

- Registered participants for events, adult education, and teacher development in Excel.
- Updated payroll and contact information spreadsheets.
- Compiled and reported confidential student health information for student safety.

Staff Training and Manuals

- Trained three staff members and numerous volunteers to use software and office machines.
- Wrote guides and manuals for performing tasks with software and obtaining reports from Churchware.

Private University, Big City, TX

2006–2012

Administrative Assistant

Supported a 6000-student university learning assistance center. Served two executives, faculty department chairs, instructors, and six center staff members. Answered questions and solved problems for students, prospective students, and parents.

- Generated 20% increases in department funding during a time of budget cuts by documenting increases in program participation using TutorTrac data.
- Encouraged program participation by creating PowerPoint presentations, brochures, information sheets, flyers, and internal web resources.
- Secured three additional student enrollments annually through phone and in-person meetings with students with disabilities and their parents.
- Planned, led, and tracked multiple projects, keeping them on time and within budget. Scheduled projects using Outlook tasks and calendar. Monitored budgets in MS Excel and BudgetPak database.
- Developed forms and manuals for new programs and procedures. Scheduled executive meetings and travel arrangements. Wrote and distributed meeting minutes.
- Managed office machines, vendors, and supplies.

Technology Skills

Microsoft Office: Word, PowerPoint, Excel, Outlook, Publisher

Typing Speed: 80 words per minute

Operating Systems: Windows 7 & 8

Browsers: Internet Explorer, Chrome, & Firefox

Databases and ELearning: Churchware, TutorTrack, BudgetPak, & Blackboard

Email: MailChimp & Constant Contact

Education

Bachelor of Arts: Big City State College—English

2006

