**David M. Ross**

<http://www.linkedin.com/in/damiross>

**Summary**

Highly motivated Microsoft Office Professional with core skills in administrative assistance, online training, meeting support, and customer service. Detailed oriented and highly organized.

**Professional Experience**

**Administrative Assistant Kaiser Foundation Health Plan, Oakland, CA 09/06-05/11**

* Arranged, facilitated, and recorded online and in-person meetings
* Created and maintained Microsoft Excel and Microsoft Word macros
* Arranged travel reservations
* Conducted Internet research
* Answered multi-line telephone
* Developed, maintained, and reported on company-wide surveys
* Provide administrative support for middle-level and director-level management
* Received several awards for excellence in assisting other employees
* Converted federally required compliance survey to an automated system resulting in increased efficiency and cost savings.

**Desktop Support Spherion Company, San Ramon, CA 02/04-09/06**

All duties performed as a contractor at Kaiser Foundation Health Plan, Oakland, CA

* Converted multiple large documents into PDF files.
* Assisted with development of federally required questionnaires.
* Provided administrative assistance for middle-level management.
* Provided technical assistance for Microsoft Office programs

**Desktop Support ProUnlimited, Pleasanton, CA 10/2 to 02/04**

All duties performed as a contractor at PeopleSoft, Pleasanton, CA

* Monitored, recorded, and packaged online training sessions.
* Provided administrative support for department managers
* Performed software updates on department computers

**Administrative Assistant Adecco, Pleasanton, CA 07/01 to 08/02**

* Provided administrative support for department managers
* Updated computer hardware
* Developed tracking systems for service technician.

**Education, Skills, and Community Service**

* AS Degree, Computer and Information Science, Leeward Community College, Pearl City, HI
* Extensive self-study in computer software and hardware
* Software: Microsoft Excel, Microsoft Word, Microsoft Outlook, Microsoft Access, Dreamweaver, Lotus Notes, WordPerfect
* Typing: 55 wpm
* Webmaster for two non-profit organizations