



PEGGY N. CONRAD

Versatile virtual assisting adept at providing customer support, streamlining office operations and handling multiple projects simultaneously. Expert at optimizing billing process, maintaining databases and creating proposals/invoices. Committed to going above and beyond specified tasks to ensure the success of your company

EDUCATION:

- Associate of Arts, Lone Star College, 2016
- Medical Office Certification, Kingwood College, 2005
- Diploma, New Caney High School, 2000

AREAS OF EXPERTISE:

- Office procedures
- Data management
- Customer service
- Minute taking
- Filing / archiving
- Social Networking/SEO/Marketing
- Accounting
- Bank Reconciliations

ADMINISTRATIVE ABILITIES:

- Maintaining an electronic and hard copy filing system
- Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access
- Scheduling meetings and preparing agendas for them
- Effective organizational skills
- Organizing travel & accommodation arrangements
- Conducting research on behalf of managers
- Scheduling and delegating administrative tasks
- Creating presentations and writing up reports
- Ability to type at 60+ wpm
- Faxing/Scanning/Uploading

PERSONAL ABILITIES:

- Attention to detail
- Trustworthy, reliable, dedicated
- Works without supervision
- Ability to cope and work under pressure
- Good written and verbal communication skills
- Ability to multitask and manage conflicting demands
- Ability to prioritize tasks

PROFESSIONAL EXPERIENCE:

Owner/Virtual Assistant, Virago Virtual Assisting. 2015 - Present

Highly accomplished professional with diverse experience as a virtual assistant for small business owners and individuals. I offer outstanding administrative and project management skills with exceptional organization and discipline. Implementation of strong coordination skills to work with management, cross-functional teams and vendors/clients in the execution of daily task. Efficiency in multi-tasking and time manage are my best friend. There is not an assignment that is too big or too small. Every assignment is important for the success of the company... This is my main goal as your Virtual Assistant. (please visit website for service description and references)

Office Manager, T-Steel, Inc. 2010 - 2015/2003-2007

Conducted all business operations in order to have a smooth work flow while prioritized and organizing assignments to increase the success of the company:

- Providing all general secretarial services (i.e. email filtering, research, calendar management, etc.)
- Ensuring office procedures and systems operate efficiently.
- Handling requests for information and data.
- Circulating documents via email.
- Scanning and copying contracts, notes and other documents.
- Checking stationary levels and ordering new supplies.
- Raising purchase orders and chasing outstanding accounts.
- Vendor/Customer Set up
- Time Keeping and Payroll
- Accounts Receivable/ Accounts Payable
- Converted the company from paper to electronic

Administrative Assistant, Texas Children's Hospital 2009 - 2010

Responsible for providing an efficient and professional administrative and clerical service to colleagues, managers and supervisors to facilitate the efficient operation of the IRIS Department:

- Providing secretarial services such as minute taking, calendar/appointment maintenance and preparing meeting presentations.
- Ensuring office procedures and systems operate efficiently.
- Handling requests for information and data.
- Setting up e-mail groups for committees.
- Circulating documents via post and email.
- Scanning and copying contracts, notes and other documents.
- Checking stationary levels and ordering new supplies.
- Recording, compiling, transcribing and distributing the minutes of meetings
- Organizing travel arrangements

Manufacturing & Procurement Assistant, TSC Offshore 2007 - 2008

Assisting Production Manager and Project Manager in task to quote, order, and track parts for building offshore cranes:

- Sourcing and quoting parts as drawing was release from engineers
- Tracking parts and creating databases and logs
- Responsible for creating and maintaining shop inventory
- Creating pick ticket and routers
- Processing of PR and PO

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