

DAWN MARIE GLASCOTT

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OBJECTIVE: An executive level administrative and/or office manager position with an organization that can benefit from strong experience and values diplomacy, initiative and the ability to multitask.

SUMMARY OF QUALIFICATIONS

Skillful, dedicated and highly effective Administrative/Office Manager with extensive experience in the coordination, planning, and support of daily operational and administrative functions.

- ▶ Twenty plus years administrative experience
- ▶ In-depth knowledge of human resources including recruitment and policy & procedure development
- ▶ Effective at selecting and managing employee benefits
- ▶ Strong bookkeeping skills (A/P, A/R, Payroll, Banking)
- ▶ Adept at developing and maintaining administrative procedures that improve accuracy and efficiency
- ▶ Possesses sound professional judgment when making decisions or handling highly sensitive/confidential issues
- ▶ Proven ability to provide comprehensive support for executive staff including scheduling meetings, coordinating travel and managing all related tasks
- ▶ Highly focused and results-oriented; able to prioritize and problem solve
- ▶ Proficient in Windows XP/Microsoft Office 2003, Peach Tree Accounting and ADP Payroll Software

PROFESSIONAL EXPERIENCE

CHART-TECH, INC. – Evanston, IL

March 1992 to Present

Administrative Manager (September 1995 to Present)

Direct day-to-day office operations and provide high-level administrative support to the President of a small medical consulting firm that offers revenue enhancement software nation wide to the managed care industry.

- Manage and administer employee benefit programs, recruitment and all HR related functions;
- Develop policies & procedures and monitor compliance;
- Manage all Employee Relations;
- Handle all payroll processing functions and multiple state tax filing requirements;
- Bookkeeping (Accounts Payable/Receivable), invoicing and bank deposits;
- Supervise administrative, data processing and field nursing staff (up to 25 employees);
- Provide administrative support to the president on all confidential or highly sensitive matters;
- Participated in initial developing and claims validation of our current software products;
- Arrange meeting and travel plans; manage expenditures;
- Prepare annual analytical reports for client hospitals;
- Manage telephone system and maintain equipment inventories;
- Negotiate vendor contracts and provide cost analysis.

Administrative Assistant (March 1992 to September 1995; Promoted)

Provide administrative & secretarial support to the President, three department directors and the regional field manager with our main business focus on coding and charge-review services to the health care industry.

- Direct all administrative and project support efforts;
- Generate all sales and marketing mailings;
- Act as liaison between field staff and home office;
- Prepare feasibility studies and analytical reports for client hospitals;
- Maintain and update production reports;
- Process timesheets;
- Track and process sales commissions;
- Maintain forms inventory and office supplies.

LORD LABEL & MANUFACTURING – SKOKIE, IL**March 1991 to February 1992*****Administrative Manager***

Direct the day-to day office operations, customer service team and administrative staff of a medium sized label manufacturing company.

- Provide support to the General Manager;
- Administer policies & procedures and employee benefits;
- Audit customer service orders for accuracy;
- Follow-up on all customer inquiries and complaints;
- Prepare timesheets, billing and payables for processing to accounting;
- Track and generate weekly production reports;
- Manage travel expenditures and petty cash.

AETNA PLYWOOD – CHICAGO, IL**October 1990 to March 1991*****Sales Assistant***

Provide administrative support to Sales Manager in the custom order department of a medium sized lumber company.

BENEFITSCORP – CHICAGO, IL**July 1988 to October 1990*****Office Administrator/Administrative Assistant***

Support branch Vice President and oversee administrative staff in the daily office functions and the planning & processing of enrollments for our retirement benefits office.

EDUCATION

Loyola University:
Chicago, IL

70 hours completed toward Bachelors Degree in Business Administration;
Transfer credits from Oakton Community College.

Roosevelt University:
Chicago, IL

Lawyer's Assistant Program (Generalist Course)
Completed with Honors 1986