

PROFILE

- Extensive experience working for Financial Planning and Investment firms
- Demonstrated skills in a client relationship support role
- Strength in promoting and preserving company revenues
- 10 years' experience working as an Administrative/Executive Assistant
- Software: MS Word 2007, Excel 2007, Money Guide Pro, Outlook 2009, Goldmine
- Effective multi-tasking skills along with strong organizational ability
- Excellent writing and customer service ability

PROFESSIONAL EXPERIENCE

2005-2008

Assistant to Financial Advisor

EISENSTEIN FINANCIAL SERVICES, Medford, OR
[Financial Planner & Investment Advisor]

- Client relationship support: screen incoming calls, assist clients with account issues, compose client correspondence, and schedule appointments.
- Managed Accounts: preparation for client reviews, generating performance reports, and inputting account performance data in excel spreadsheets. Monitor low cash in Managed accounts; order sells and portfolio rebalancing for upcoming cash activity. Inputting Cost Basis, RMD calculations, ACH forms, assist with tax documents for year-end tax reporting.
- New Account Applications and Transfers: Retirements Accounts: 401(a), 403(b), IRA's, 401k, PERS; other accounts include: Individual: 529's, Trust Accounts, Life Insurance and Annuities. Set-up accounts in Pershing on Net Exchange.
- Maintaining Excel spreadsheet to track client account activity: ACAT transfers, requests to Mutual Fund companies for fund reallocations, distributions, and contributions.
- Daily liaison with Investment Advisory firm, Mutual Fund and Insurance Companies.
- Utilized Money Guide Pro for inputting prospective client's financial data and portfolio holdings for Advisors financial analysis.
- Maintained compliance files; marketing files; mutual fund literature and client account files for proper documentation.

2004-2005

Administrative Assistant

DENSMORE INSURANCE & FINANCIAL SERVICES, Medford, OR

- Updating spreadsheets for client's annual investment summary
- Screening and transferring incoming calls, and scheduling client appointments
- Inputting new account and mutual fund information in Advisors Assistant data-base
- Verifying and reconciling life insurance and mutual fund statements; balance statements
- Preparing transmittal letters to insurance companies, and client correspondence
- Generating insurance illustrations, graphs and quotes for clients

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- 2002-2003 **Assistant to the Vice President/Portfolio Manager**
MAY MANAGEMENT, INC., Lake Oswego, OR [Investment Advisors]
- All aspects of client relationship support; including correspondence, scheduling meetings and greeting clients, generating tax reports, assisting clients/following up on inquiries
 - Marketing support, mailings and mail merges
 - Preparing new account documentation, inputting into Pershing system (IRA, single, joint)
 - Monitoring new client folders for accurate documentation pertaining to account type, including: IRA Adoption Agreements, Management Agreements, and New Account Agreements.
 - Inputting stock and bond trades, and all activity for client accounts in Axys database.
 - Generating daily and quarterly financial reports for account representatives.
 - Reconciling client's monthly broker statements to Axys database records.
 - Introduced weekly client status reports improving client service.
- 1997-2001 **Support Staff Secretary**
BANE, BARHAM & HOLLOWAY ASSETS MANAGEMENT CO.
Wilsonville, OR [Investment Advisors]
- Secretarial and administrative support to investment advisors
 - Supporting account representatives in investment material review and distribution
 - Responsible for maintaining 300 account-managed files (retail, trust, and retirement accounts) for investment advisory and SEC compliance
 - Maintaining company investment files, including quarterly/annual reports and proxies
 - Monitoring calls and following up on listener requests, providing spreadsheets, newsletters, brochures and correspondence, following President's weekly radio show
 - Using MS Word for data processing, Publisher for portfolio action reports and Excel for quarterly spreadsheets on investment accounting
- 1986- **Executive Assistant**
1996 MARATHON ASSET MANAGEMENT CO., INC., La Jolla, CA
- Sole employee for one year during company's start-up, assisting President with evaluation of client portfolio and all aspects of client relations, including correspondence and generation of daily performance reports.
 - Daily liaison with brokers and custodial bank personnel, including opening new accounts and reconciling all monthly client broker and correspondent bank statements
 - Assisting with settlement of equity and government trades; inputting trades
 - Maintaining computerized client portfolios and supporting portfolio managers with special financial projects
 - Assisted outside auditors with annual audits
 - Instrumental in development of operational procedures and client relations, acquired knowledge in every area of the company, which expanded from \$1 million to \$170 million

EDUCATION / TRAINING

Life & Health Insurance License (2008), Notary License (2008)
Investment Studies: Series 20, 20A, 22, 30, 31, and 42 (Bane, Barham & Holloway)
Business English, Business Math, Word Processing (San Diego City College). PowerPoint I & II (Portland Community College)