

**MAGGIE ABREU**

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**PROFESSIONAL SUMMARY**

I have two decades experience as an administrative support professional with a focus on data entry, calendar scheduling, customer service and report generation. My soft skills include a high attention to detail, a keen instinct for diplomatic interaction with a diverse range of individuals and ingenuity in problem solving (in part attributed to my overseas endeavors).

**CORE SKILLS & EXPERTISE**

- Front Desk Operation
- Project Management
- Office Supplies Management
- Report Generation
- Designing of Creative Materials
- Data Entry
- Customer Service
- Human Resources Support
- Transcription
- Windows and Mac Programs
- Files Management
- Calendar and Travel Scheduling
- Database Maintenance
- Scanning
- Event/Meeting Assistance

**EMPLOYMENT HIGHLIGHTS**

**Promotional/Convention Support: Promotional Agencies – 10/2022 – Present - CA**

- Perform a vast range of temp trade show staff support for conventions and events in diverse industries where my roles include:
  - Registration Agent
  - Booth Host/Greeter
  - Team lead
  - Product Specialist
  - Mascot
  - Brand Ambassador

**Program Assistant: Techbridge Girls – 04/2023 – 06/2023 – CA (Contract Position)**

- Supported the Program & Strategic Growth and the Program & Quality (P&Q) departments with projects such as:
  - Analyzed surveys, reconfigured data and followed up with educators regarding survey completion
  - Reviewed content for editing on the Participate platform in partnership with P&Q,
  - Revised agenda timing for bi-monthly Learning Community Panels
  - Worked closely with the P&Q Director for the organization’s Kitting Program needs
  - Used my skills in Zoom, Salesforce, Slack, Google Drive, Survey Monkey and Asana

**Administrative Assistant: Earthjustice, -Diversity, Equity and Inclusion - 06/2022 – 08/2022 – CA (Contract Position)**

- Performed complex calendar scheduling for the DEI Director using Teams and Zoom
- Recorded and took minutes for specialized group meetings
- Assisted with research projects and data entry

**Administrative Assistant/Receptionist: MDRC – 12/2021 – 03/2022 – CA (Contract Position)**

- Created, edited and distributed weekly blog style news events calendar
- Maintained office supplies
- Edited staff information on SharePoint

Post-Award Grant Specialist: Hektoen Institute of Medicine – 12/2020 – 06/2021 – IL (Contract Position)

- Prepared spreadsheets in Excel for grants spending and projections
- Utilized MIP and INGA Databases to acquire and generate specific grant details
- Maintained post award files in a systematic and standard format in the grants drive
- Performed human resource duties within the Grants department including time and effort reports and payroll entry
- Manipulated documents using Adobe Acrobat Pro. for scanning and printing projects

Administrative Assistant: Erikson Institute – Infant/Toddler Inclusion Project – 04/2018 – 06/2020 - IL

- Maintained directory of supported birth to three programs and designated staff within the agencies
- Created room bookings
- Maintained RSVP lists and performed room set-up for team forums
- Assisted with compiling and reviewing database reports in COPA for early intervention transitions
- Entered educational trainings into Gateways and prepared materials for instructors
- Assisted with preparing billing and maintaining documentation of activities performed by the team
- Center for Children and Families Department and Infant/Toddler Inclusion Project meeting contributor
- Performed transcription for clinicians of the Center for Children and Families Clinic
- Performed reception duties and took payments for the Center for Children and Families Clinic

Personal Assistant: V Paul DuVal Accounting & Consulting Services - 08/2012– 08/2016 – IL (Freelance)

- Organized client files
- Booked appointments and arranged travel
- Processed client data into Excel sheets
- Assisted in the prep for consulting seasons, including composing informational booklets

Administrative Support/Convention Staff: Professional Staffing Firms/Promotional Agencies - 01/2006 - 06/2012 – IL

- Performed a vast range of temp trade show staff support for major trade show and event staffing firms in the industry,
- Worked for a diverse range of organizations throughout the years in roles such as Administrative Assistant, Receptionist, Customer Service Representative and Program Assistant; highlights include:
  - Heatmasters Heating and Cooling (9 months) – Performed customer service duties like dispatching technicians, entering appointments into the work flow calendar and assisting with billing reports
  - UIC College of Dentistry (6 months) - Implemented a tracking system for faculty licenses and proctored exams
  - Lakeshore Sports & Fitness Club (2 years part-time) - Answered patron’s questions and supervised groups of children
  - Ignite Glass Studios (4 months) - Performed front office duties including answering the phone.
  - AFL-CIO: America’s Unions (7 months) - Made phone calls and compiled data from internet searches for spreadsheets
  - Infrared Testing, Inc. (6 months) - Booked travel arrangements with the domestic scheduling team
  - Ocean Tomo, Inc. (6 months) - Assisted the Intellectual Property Department creating Power Point presentations
  - American Girl Place (5 months) - Assisted the Human Resource Department with new employee paperwork

Administrative Assistant: Columbia College Chicago - English Department - 11/2000 - 09/2003 - IL

- Organized the registration schedule and assisted with onsite registration
- Created a monthly events calendar and generated flyers
- Worked closely with the department chair and faculty to maintain and change courses
- Supervised the department secretary and student workers
- Coordinated faculty meetings and composed minutes

## **OVERSEAS WORK & VOLUNTEER ENDEAVORS**

- Volunteer: Rancho Margot & Rainsong Wildlife Sanctuary - 05/2011 – 10/2011 - Costa Rica
  - Assisted as an animal care worker and tour guide at Rainsong Wildlife Sanctuary
  - Assisted as a horticulture gardener at Rancho Margot
- Office Support: Temporary Agencies 10/2004 – 07/2005- New Zealand & Australia
  - Performed transcription for a reality television show in New Zealand
  - Performed clerical and receptionist duties at several companies in Australia

## **EDUCATION**

- A.A.S. Degree: Office Technologies: Word Processing, SUNY Delhi - NY
- Course work - Liberal Arts - Thames Valley University - England
- Course work – Liberal Arts - Adirondack Community College - NY
- Course work - Advertising and Communications - Fashion Institute of Technology - NY