

Madeline McGuire

Executive Secretary III

📞 (916) 555-2847 ✉️ madeline.mcguire@example.com

🌐 linkedin.com/example/madelinemcguire 📍 Sacramento, CA 95816

STRENGTHS

- 📅 **Executive Coordination**
Calendar conflicts surfaced early, and leaders received cleaner schedules with fewer last minute changes.
- 🔒 **Confidential Support**
Sensitive calls and personnel records received careful handling, giving leaders confidence in office coverage.
- ♥️ **Document Quality**
Board materials became easier to review after corrections, missing details, and routing issues were caught early.
- ☰ **Assignment Follow Up**
A simple tracking habit kept delayed work visible, so managers could act before deadlines slipped.
- ⚖️ **Administrative Judgment**
Routine questions were resolved independently, while sensitive matters reached management with useful context.

SKILLS

Calendar management

Confidential support Concur

Board materials

Correspondence preparation

Telephone screening

Records management

Assignment tracking

Timekeeping administration

Travel coordination

Expense reimbursement

Personnel documentation

Process review Microsoft Office

Public administration

SUMMARY

Executive Secretary with five years of progressively responsible experience supporting senior **public sector** and nonprofit leaders in complex administrative settings. Skilled in executive calendar management, confidential correspondence, **governing board materials**, records administration, **assignment tracking**, **telephone coverage**, travel coordination, and Concur expense activity. Prepares polished reports, notices, letters, agendas, and briefing materials while identifying corrections and clarifying missing information before leadership review. Maintains accurate timekeeping, overtime, personnel, and administrative records under established approval procedures. Trusted with sensitive inquiries, confidential files, executive scheduling, and follow up on delayed assignments. Brings practical knowledge of public administration, office procedures, records practices, and business process review to support organized, responsive executive operations.

EXPERIENCE

Senior Executive Secretary

Riverbend Community Services 📅 January 2024 - Present 📍 Sacramento, CA

Direct executive office support for an agency **director** and three senior leaders, coordinating calendars, **meetings**, correspondence, board materials, travel, telephone coverage, confidential records, and assignment follow up across program functions.

- Reworked calendar intake practices, surfacing governing board commitments before conflicts reached **executive staff**.
- Quality checked board **reports**, executive letters, notices, and briefings before leadership review.
- Triaged sensitive constituent calls, routing inquiries while preserving accurate messages and follow up records.
- Coordinated **Concur** travel, lodging, training, airfare, and reimbursement documentation through submission.
- Maintained confidential files and assignment logs, keeping leadership informed about overdue matters.

Executive Administrative Assistant

Northgate Workforce Collaborative 📅 July 2022 - December 2023 📍 Roseville, CA

Supported executive and operations leadership for workforce and small business programs, organizing governance meetings, partner briefings, community events, correspondence, records, timekeeping, personnel submissions, and deadline tracking.

- Built a request tracker, giving managers clear ownership and visibility into unresolved dependencies.
- Drafted correspondence, reports, agendas, and presentations from leadership notes and staff input.
- Managed multi line **telephone coverage**, screening confidential matters for appropriate operational routing.
- Processed timecard corrections, **overtime records**, training files, and personnel forms under approval procedures.
- Maintained retention folders and meeting files, improving retrieval during management reviews.

Administrative Secretary

Sierra Civic Programs 📅 October 2021 - June 2022 📍 Davis, CA

Provided administrative support for a division manager overseeing community service operations, maintaining calendars, records, correspondence, reports, meeting logistics, personnel files, and assignment status information.

- Documented workflow bottlenecks, giving management practical recommendations for request routing changes.
- Compiled assignment updates, flagging **delays** with dependencies, decisions, and revised completion dates.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Executive Secretary at Riverbend Community Services (2.8 Years)
- Executive Administrative Assistant at Northgate Workforce Collaborative (1.4 Years)
- Administrative Secretary at Sierra Civic Programs (8 Months)

- Coordinated meetings, training sessions, local travel, and expense documentation around operational priorities.
- Prepared controlled access personnel files using consistent naming for reliable retrieval.
- Resolved routine staff and partner questions, escalating sensitive matters to management.

PROJECTS

Executive Assignment Tracking Process 📅 2023

A missed deadline revealed a visibility gap. Created a centralized tracking process for ownership, due dates, dependencies, and follow up across leadership requests.

Concur Expense Administration Workflow 📅 2024

Receipts often arrived incomplete. Organized travel and reimbursement documentation practices that helped resolve coding issues before expense submission.

LEADERSHIP & AWARDS

- Recognized by executive leadership for dependable handling of confidential correspondence and time sensitive assignments.
- Commended for improving access to governance records, meeting files, and pending action information.

EDUCATION

Bachelor's Degree in Public Administration

California State University, Sacramento 🎓 GPA: 4.0 📅 2021 📍 Sacramento, CA

Coursework: *Public administration, organizational management, records administration, business procedures*

CERTIFICATIONS

- California Class C Driver License 📅 2021
- Concur Expense Administration Training 📅 2024

TECHNICAL SKILLS

- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Executive Scheduling:** Calendar management, appointment scheduling, conference room reservations
- **Document Preparation:** Correspondence, reports, meeting notices
- **Board Administration:** Governing board materials, agendas, briefing documents
- **Telephone Operations:** Call screening, call routing, message recording
- **Travel Administration:** Concur, airfare coordination, hotel coordination
- **Expense Processing:** Expense reimbursement, receipt review, coding review
- **Timekeeping Systems:** Timecards, overtime records, personnel transactions
- **Records Administration:** Electronic records, retention folders, controlled access files
- **Workflow Review:** Process review, request routing, bottleneck documentation
- **Executive Communications:** Leadership correspondence, staff inquiries, partner inquiries
- **Public Administration:** Public sector operations, community services, line operation support

PROFESSIONAL AFFILIATIONS

- Public administration professional community participant, sharing practical office process knowledge with peers.
- Community services operations partner, supporting clear communication across programs and leadership teams.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST