

Claire A. Dupin de Saint Cyr

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CAREER PROFILE

Administrative Specialist with over 10 years of progressive experience and expertise in:

Executive Assistant

Staffing/Supervision

Accounting/Bookkeeping

Contract Administration

Travel/Meeting/Event Coordination

Client Relations/Customer Service

Financial/Performance Reporting

Database Administration

Calendaring

Sales/Marketing Support

Expense Tracking

Records Management

Computer Literate:

PC and MAC; Microsoft Office; Lotus Notes; PageMaker; FileMaker Pro

Multi-Lingual:

English, Chinese (Mandarin/Cantonese), French, and basic Portuguese & Japanese

PROFESSIONAL EXPERIENCE

Union Bank of California - San Francisco, CA

2001-2005

Secretary to CEO/Senior Executive Assistant

- Coordinated and planned executive calendars, international and domestic travel arrangements, board meetings, luncheons, and events, ensuring that CEO's time was maximized.
- Organized and maintained confidential information including personal records, thereby securing a high level of privacy.
- Provided additional assistance to executive team, guaranteeing comprehensive service excellence.
- Applied strong accounting & bookkeeping skills towards reimbursement processing assuring prompt repayment.
- Facilitated visitor screening, incoming and outgoing mail distribution, email activities, and high-volume phone management.
- Directed 4-member administrative team and increased efficiency of executive support operations.

Bel-Ray Company, Inc. - San Francisco, CA

2000-2001

Executive Assistant/ International Relations Coordinator

- Directed administrative/office operations including reception, phone, legal document and distributor profile maintenance, email communications, supply inventory, and mail in providing multi-level office management.
- Managed the organization and arrangement of international and domestic travel and conferences.
- Collaborated with Marketing/Public Relations Manager in developing and producing complex product sheets to meet deadlines.

Tiffany & Co. - Seattle, WA

1998-2000

Office Administrator

- Proactively supported sales operations, with accountability for tracking daily sales and returns transactions, reconciling performance data with sales reports and inventory, compiling and producing periodic sales reports and newsletters, and partnering with sales teams in addressing client product/service issues.
- Supervised Administrative Assistant and Receptionist in achieving high quality office operations and customer service.
- Performed physical and database inventory reviews for quality assurance.
- Supported successful annual corporate audits by effectively managing branch documents.
- Recognized with *Outstanding Performance Award, Western Region Division*, 1999.
- Recipient of *Exceptional Support Achievement Award*, 1999.
- 2-time winner of *Employee of the Month Award*, 1998 and 1999.

American International Group, Inc. - Seattle, WA 1997-1998

Administrative Assistant

- Assisted Branch Manager in daily clerical functions including accounts payable, mail distribution, and phone coverage.
- Spearheaded branch-wide Agent and Consultant contracts administration.
- Supervised Receptionist and supported front-desk operations.

University of Washington Business School - Seattle, WA 1994-1997

Program Assistant

- Interviewed, staffed, trained, and directed 5-member office team supporting international foreign executive MBA program.
- Supervised the planning, coordination and production of workshops/conferences with as many as 100 participants.
- Maintained complex client, member and faculty database system.
- Oversaw international travel itinerary arrangements, travel reimbursements and budget reports.
- Recruited native speakers and foreign language MBA students to evaluate program participants.
- Established accuracy in maintaining international database system for clients, members and faculty of major university.

Brooks Brothers - Bellevue, WA 1993-1994

Office Manager/Lead Sales Associate

- Compiled and processed branch payroll and budget spreadsheets.
- Authorized merchandise returns/exchanges and audited transaction receipts.

EDUCATION and PROFESSIONAL DEVELOPMENT

Bachelor of Arts, Geographic Information Systems - University of Washington

Office Administrator Certification - Tiffany & Company, Seattle, WA

Portuguese Language Study Certification (Level 1) - Centro de Linguas, Lisbon, Portugal