

Penny Haynes Administrative Resume

233 Haynes Circle, Canton, GA 30114

penny@1stpod.com

770-655-0182

Recognized Skills: 	• Administrative Assistance: 95 wpm, data entry, 10 key, answering multi-line phones, customer service, technical training, contract administration, inventory administration, payroll, shipping, reporting, digitizing records, ISO 9001 Auditing • Supervise staff: oversee applications, hiring/terminations, time/attendance data entry and tracking, technical and administrative training, documenting and streamlining work processes • Access, Word, Excel, PowerPoint, Outlook, Publisher, Oracle, Legacy, SAP, Quickbooks, CiviCRM, ACT • Web/Software Programming: HTML, PHP/mysql, ASP/SQL, Javascript, VBScript, VB6, VBA/Access, Java, WordPress • Adobe CS3: Dreamweaver, Fireworks, Acrobat, Photoshop, Ultra, and Premiere Element
Accomplishments:	• Designed and implemented customized programs for sales contract administration, inventory control, refurbishment services, contact resource management, order processing, HR/time tracking, fundraising and non-profit services. • Designed and implemented web and offline software programs for online marketing and creating audio/video. • Increased reporting productivity and accessibility by streamlining and digitizing Excel-based and paper-based operations, as well as combining static Oracle queries to create flexible, comprehensive databases. • Developed online customer portals where customers could track their orders and inventory.
Employment Experience:	• Johnson & Schultz Co / Canton, GA - Assistant Manager over all J&S companies. Responsible for overseeing staff, project management and clients for all companies. Began as Executive Assistant and was promoted to Assistant Manager within 5 months. April 2012 - present. • Bethesda Community Clinic, Canton, GA - Set up non-profit free/low-cost health care clinic in Cherokee County. Instituted administrative processes. Oversaw volunteers, fundraising, marketing, registration and reporting. Programmed web site and CRM software. April 2011 - present. • Bureau of Commerce / Alpharetta, GA Census Office – Office Operations Supervisor for Administration. Evaluated in clerk position and promoted to Office Operations Supervisor for Administration (Supervisor in Charge) in 4 months. September 2009 to September 2010 (full-time office), December 2008 - September 2009 (part-time Field Employee). • Encouraging Enterprises, Inc., Canton, GA - Audio/video production, program web sites and create social media. Specialize in Wordpress customization, plugin creation. Specialize in podcasting and RSS marketing. Clients included Lifetime Television for Women and Standard & Poor's Vista Research. 2004 to present (self-employed). • TD Global Group, Alpharetta, GA – Database Administrator, Web Programmer. Programmed ISO 9001-based T&D Remarketed Services Refurbishment Processing system. Also ISO Auditor. 2002 – 2006 • Heidelberg USA, Remarketed Equipment, Kennesaw, GA – Database Administrator, Inventory Coordinator. 1999 – 2002. Sales Contract Coordinator, Database Administrator. Promoted from South Region Sales Contract Coordinator to Corporate Used Equipment Coordinator and Database Administrator 1994 - 1997 (<i>Left to work in Full Time Ministry from 1997 - 1999.</i>) • World Harvest Church, Ball Ground, GA – Director of the Media Ministry, responsible for directing, editing and producing a television program, supervision of teams for cameras, sound, prayer, mailing and telephone ministries. Developed Media Ministry Database system for

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	donations, media sales, marketing campaigns and tv schedules (Access, VBA). 1997 – 1999
Education:	• North Springs High School, Sandy Springs, GA • Furman University, Greenville, SC, Bachelor of Arts
References:	• Robin Ader, Bureau of Commerce / Alpharetta Census Office Assistant Manager of Administration. cell 770-855-6698 robin@robinader.com • Robert McAlister, Heidelberg South Region Regional Operations Manager – Retired; TD Global Group Director of Marketing and Administration – Retired 770-403-1104 bobm7@tds.net • June Daywalt, Heidelberg USA Remarketed Equipment, Operations Manager – Retired 770-973-7116 daywaltja@hotmail.com • Terry Waldrop, TD Global Group Vice President of Refurbishment (now owner of Global Offset) 404-509-1633 terry@globaloffset.com