

MAGGIE ABREU

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PROFESSIONAL SUMMARY

I have over 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 – Operate database systems for on-site registration and perform customer service duties
 - Booth Host/Greeter - Present an authoritative and pleasant demeanor at specific convention booths
 - Team Lead – Act as point of contact and supervisor for a team in specific areas at a convention
 - Product Specialist - Become knowledgeable of product details to educate prospective clients on specific features
 - Corporate Mascot – Present an enthusiastic and animated demeanor in costume for various corporate events
 - Brand Ambassador – Partake in a multitude of on-site duties to meet the needs of the client

Administrative Specialist/ACMS Operator: U.S. Coast Guard – RedZone, LLC. – 11/2024 – 02/2025 - CA (Contract Position)

- Utilized the AMMIS/ACMS and EAL portals to perform a variety of maintenance related tasks for the Aviation Engineering Department, including entering Maintenance Procedure Cards into the ACMS system and generating Significant Component History Reports
- Assisted the Assistant Engineering Officer with proofreading and review of corresponding documents for Sustained Performance - End of Tour Awards
- Created and assigned Command Correspondence Bucket List Tasks through SharePoint
- Organized and routed files from Bucket List Calendar into the appropriate Teams aviation folders
- Created monthly metrics reports in Excel for RedZone agency supervisor

Clinical Administrative Assistant IV: Samuel Merritt University – College of Podiatric Medicine – 03/2024 – 05/2024 - CA

- Assisted the Coordinator & Director of Clinical Education for 2nd through 4th year student rotation onboarding
- Assisted the Graduate Placement Director for managing 4th year off-site student clerkship onboarding
- Produced Letters of Good Standing, COI's, CCRF's and TQCVL Lists
- Proctored exams
- Provided customer service to students and faculty

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

- Analyzed surveys, reconfigured data and performed phone call survey completion follow up
- Reviewed content for editing on the Participate online platform

- Revised agenda timing for bi-monthly Learning Community Panels
- Worked closely with the Program & Quality department 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

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 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
- Maintained RSVP lists, created bookings 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
- 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)

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

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

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 – SUNY Adirondack - NY
- Course work - Advertising and Communications - Fashion Institute of Technology - NY