

Karen J. Gowans

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Administrative Support Resume

Organized, articulate, warm and diplomatic administrative professional available. Punctual and enthusiastic office professional recognized for the ability to organize information, as well as initiate, coordinate, and maintain communication between parties. Excellent office professional seeking a position that will utilize acquired skills and competencies, with the opportunity for professional growth.

Core Strengths

Reception	Filing
Microsoft Office Suite	Customer Service
Office Administration	Contact Management Programs
Scheduling	Data Entry

Educational and Professional Credentials

Business Administration Diploma

Southern Alberta Institute of Technology, 1998-2001

Professional Experience

Inside Sales

The Lead Generators, Calgary, Alberta 2007-Present

- Cold called and scheduled appointments.
- Carried out business research to create prospecting lists.
- Generated marketing tactics and strategies.

Executive Assistant Contract

2006-2007

Xpan Interactive Ltd., Calgary, Alberta

- Liaison between company president and outside firms.
- Booked meetings with senior level executives.
- Cold calling (including compiling lists, getting past gatekeepers, and coming up with a phone pitch independently).

Administrative Assistant Contract (Training Department) 2005

Canadian Pacific Railway Ltd., Calgary, Alberta

- Communicating with training instructors face-to-face and over the telephone.
- Invoicing vendors and couriering items to various locations.

Business Development Contract 2004-2005

KARO Design Calgary Inc., Calgary, Alberta

- Appointment and meeting coordination.
- Conducting research at business libraries in order to compile prospecting lists.
- Communicating features, benefits, and proof to prospects.
- Record keeping and updating the contact management system.

Client Services Representative Contract 2003-2004

RareMethod Interactive Studios Inc. Calgary, Alberta

- Strategic planning with senior-level company officers.
- Selling services face-to-face.
- Cold calling to book sales appointments.
- Data entry and record keeping.
- Writing proposals and sales agreements.

Volunteer Experience

- *Make-A-Wish Foundation* Wish Upon A Star Gala 2005/2006
- *Juvenile Diabetes Research Foundation* Starry Starry Night Gala 2006
- *Bill Brooks Prostate Cancer Benefit* 2006
- *Waterkeeper Alliance* Celebrity Sports Invitational 2006
- *Petroleum Society* International Business Development Special Interest Group (2007-present)

Hobbies and Interests

- Reading biographies
- Public speaking
- Traveling

References Available Upon Request