**MONIQUE FANFAN**

310 Highland Boulevard | Brooklyn, NY 11207 | 917 331 7243 | mfafan@aol.com

**SUMMARY**

* Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as Office Manager, Executive Assistant, and HR Coordinator
* Excellent customer service background, with strong written and oral communication skills
* Advanced knowledge of Microsoft Office: Outlook, Excel, Word, PowerPoint; Internet
* French speaking professional with experience translating and interpreting
* Experience preparing time and expense reports using NetSuite, tracking time-off schedules for ADP payroll
* Ability to work autonomously in a fast-paced environment

**EXPERIENCE**

**Office of New York State Assemblyman Walter T. Mosley** Brooklyn, NY

***Community Outreach (Intern)***05/2016-06/2016

* Greeted and helped constituents with their complaints, and assisted with administrative tasks
* Represented the Assemblyman at community meetings and maintained cooperative relationships with community representatives and public interest groups

**Les Délices de Sainte Claire** Port-au-Prince, Haïti

***Manager/Consultant*** 11/2015-01/2016

* Helped restructure business and positioned it for success
* Managed team of 15-20 employees; assessed inventory needs; ordered baking goods and other supplies
* Wrote and implemented employee handbook reflecting company policies and procedures; created schedules and facilitated team meetings to plan for the busy end-of-year season; recommended menus based on customer needs and preferences

**Hachette Filipacchi Media/Cellfish Media/ Bandsintown Group** New York, NY

***Office Manager/Human Resources Coordinator***07/2012-10/2015

* Oversaw daily office operations, ensuring that the needs of a 50-person staff were met
* Increased company efficiency by implementing procedures to reduce waste and improve safety; wrote the company’s first employee handbook and ensured compliance with procedures
* Tracked time-off schedules to meet payroll; assisted finance department by processing invoices and checks
* Ordered office supplies and computer software, comparing prices to ensure cost effectiveness
* Scheduled orientation and PC installation for new hires; managed conference room schedules to avoid conflicts
* Organized office equipment and supplies to maximize efficient use of space

***Executive Assistant***01/2006-07/2012

* Provided administrative support to the CEO, COO, Financial Officer and HR Director; managed calendars for the CEO and coordinated meetings and conference calls; booked travel, organized itineraries; planned and coordinated seminars, conferences and other events; analyzed incoming calls and emails to determine their significance, and responded as appropriate. Processed travel expense reports using NetSuite

**Mitchell and Titus, LLP, New York, NY**New York, NY

***Executive Secretary/ Word Processor/Editor*** 02/1991-12/2005

* Coordinated meetings, managed incoming calls and calendar, planned travel arrangements
* Processed and proofread proposals, management letters as well as financial and statistical reports; prepared spreadsheets and PowerPoint presentations; designed newsletters, brochures and annual reports

**EDUCATION**

**The HOPE Program** Brooklyn, NY

*Career Enhancement 10-Week Training Program* 03/2016-Present

* Computer literacy: Microsoft Office: Word, Excel; email; Internet
* Courses in customer service, conflict resolution and public speaking, with OSHA-10 Certification

**CUNY: Kingsborough Community College** Brooklyn, NY

Microsoft Office Certification (Word, Excel, PowerPoint)

**City College** New York, NY

*Liberal Arts (56 credits completed)*