

SARAH L. STANCIL

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SUMMARY OF QUALIFICATIONS

Security Clearance: Secret NATO

Organized office professional with diverse administrative experience in office management, purchasing, with interpersonal skills, proficient in Microsoft Office programs, various databases, and corporate travel systems. Able to independently plan and manage diverse customer relations. Demonstrated ability to prioritize multiple tasks and produce quality output. Motivated and committed to professional standards.

- Administrative, Purchasing, and Financial: Manage efficient office, lead on tasks and projects. Implement quality control procedures. Purchase office and printing supplies, furniture, computer hardware, software. Manage budgets, expense reports, and corporate credit cards. Word processing, transcription skills.
- Planning/Coordinating: Coordinate travel and transportation for distinguished visitors, military, civilian, and corporate personnel. Coordinate logistics of large and small functions, conferences, workshops.
- Analytical, Organizational: Interpret, analyze policies and procedures, compile information, generate reports, troubleshoot, resolve hardware and software issues. Conduct research, make administrative and procedural decisions and judgments. Implement organized file system that cross-references and enables immediate retrieval.
- Computer and Database: Defense Medical Logistics Standard Support (DMLSS), Business Objects, Drawbase, HP Design Jet T1200 Plotter, FASTDATA (US Navy's automated accounting/order entry and funds system), MS Office applications: Word, Excel, and PowerPoint, desktop publishing, InDesign, Microsoft Publisher, Cosential DB, RESX corporate travel booking system.

PROFESSIONAL EXPERIENCE

DATA SUSTAINMENT SPECIALIST (DSS), DOD CONTRACTOR

US NAVAL HOSPITAL, NAPLES, ITALY

Supervisor: Chris Jenks, Regional Manager, [757-953-0470](tel:757-953-0470) (Office) [210-379-8420](tel:210-379-8420) (Cell)

Supervisor: LT Jose Mora, jose.mora@med.navy.mil (Naples, Italy)

Apr. 2011 – April 2012

Hours: 80 Bi-weekly

Salary: \$40,000/year

- Captured facility deficiencies-maintained facility system and room inventory data to support facilities mgmt. operations
- Provided activity oversight of CAD drawing accuracy using Drawbase software. Monitored and captured the drawing accuracy of space allocations and room discrepancies in Drawbase Autocad program
- Generated reports in Business Objects/DMLSS (Defense Medical Logistics Standard Support system), targeted trend analysis, work request history, and room discrepancies; computed completion time and percentages of work requests.
- Briefed Facilities Manager with explanation of facility discrepancies; initiated action plan and resolution
- Used DMLSS-FM (Defense Medical Logistics Standard Support-Facility Management) to enter work requests, schedule preventive maintenance and enter maintenance procedures
- Answered Facility Department's phones and provided prompt customer service
- Printed drawings using HP Plotter; provided hospital drawings to hospital staff as needed
- Assessed room modifications to ensure compliance of Safety requirements
- Conducted several walk-throughs of medical facilities - identified safety, mechanical, electrical, and plumbing components
- Participated in bi-weekly DCO calls and reported of weekly activity status
- Input Real Property Installed Equipment components into the facilities system inventory in DMLSS; mass updating
- Selected office equipment (HP Plotter) based on my experience printing ACAD drawings; troubleshooted plotter issues and assisted IT Dept with maintenance.

*Presented with *Letter of Commendation* from Commanding Officer and Facilities Management Lieutenant

ADMINISTRATIVE SUPPORT ASSISTANT (NAF-02)

MCCS/Semper Fit, Kinser Athletics, Camp Kinser, Okinawa, Japan

Supervisor: Carry Wood ("Bud"), Athletic Director (cary.wood@okinawa.usmc-mccs.org)

Mar. 2010 – Jun. 2010

Hours: 40 per week

Salary: \$10.00/hour

- Interview panel: interviewed and rated job candidates, made hiring recommendations to management
- Prepared weekly reports, accountability reports, and daily/monthly patron count reports

- As the key custodian conducted key inventory of approximately 20+ facility keys
- Monitored locker rentals and notified patrons of contracts due to expire, renewed contracts
- Answered phones and provided customer service to patrons, internal and external customers
- Recorded and approved time sheets for approximately 18 employees using People Soft.
- Consolidated 8 camp reports and incorporated detail of SOP's, Directives inventories and reviews performed.
- Managed personnel files and updated training roster, notified employees requiring training.
- Prepared signs and flyers using PowerPoint or Microsoft Word, formatted, edited, manipulated graphics.

***Accomplishment:** Received Cash Award for Outstanding Job and going above and beyond normal duties.

ADMINISTRATIVE SPECIALIST (GS-09 / YA 0301/02)

DODDS / DoDEA Pacific – Education Division, Torii Station, Okinawa, Japan

Supervisor: Dr. Joyce Lutrey, Superintendent (joyce.lutrey@pac.dodea.edu)

Jul. 2009 – Sep. 2009

Hours: 40-50/week

Start/End Salary: \$40,000/yea

Provided daily office management, coordinated office functions, transportation point of contact, and customer service support to 25 staff professionals, point of contact and liaison for the coordination of all scheduling, travel, logistics, and purchasing.

- Arranged billeting/ lodging for groups and individuals, determined/approved per diems for meals, lodging, and travel
- Operated automated office management systems: word processing, scanning, and electronic scheduling, which significantly increased the daily office productivity. Created mail merges, financial reports, budget slides, graphics, charts, name tags in Microsoft Word, PowerPoint, and Excel. assisted division in the preparation of meetings, training workshops, and conferences. Scheduling via Microsoft Outlook Calendar Management
- Edited, formatted, and proofread approximately eight budget presentations and text documents weekly. Determined edit decisions and complied with English grammar rules
- Analyzed discrepancies of financial calculations, program and object class codes, and other accounting data. Interpreted regulations and attained ongoing knowledge of Office of Management Budget and Government Accountability, DOD guidelines, regulations and policies and procedures concerning processing of financial transactions to ensure compliance with the Department of Defense's Federal Management Code Directory and avoid audit discrepancies
- Created efficient conference estimator data sheet that incorporated special formulas that automatically calculated pertinent data for the purpose of tracking cost projections for a staff of 30
- Coordinated logistics for training workshops, conferences, and set up for audio/visual equipment.
- Assisted Superintendent with hardware and software problems by analyzing and troubleshooting computer issues and consulted with Information Services for resolution
- Managed the Superintendent's and division's schedules of annual training and conference calendar daily, which averaged approximately 50 events per year. Communicated with contact points to avoid schedule conflicts. Participated in meetings and stayed abreast with current details to avoid oversight
- Purchasing: Designated Government Purchase Cardholder (GPC) for Education Division. Purchased textbooks, manuals, and supplies, trained staff members of order submittal procedures. Initiated purchase requisitions, input, tracked, and expedited orders in FASTDATA (US Navy's automated accounting/order entry and funds system). Complied with guidelines and procedures, acquired approval of items that exceeded the purchase cap. Requested temporary credit limit increases, tracked inventory, obtained multiple quotes, and negotiated pricing
- Tracked monthly expenses in FASTDATA database and Excel spreadsheet and reconciled discrepancies
- Managed personnel and general files, tracked sick leave, vacation pay, attendance, and time records
- Received and answered telephone calls and provided customer service to internal and external customers
- Managed database of Exceptional Family Member Program (EFMP). Reviewed eligibility applications to ensure appropriate overseas screening under the direction of the EFMP Coordinator
- Property Custodian of Accountable Property - Assessed and analyzed reports that displayed all unaccountable and missing equipment. Through investigation, located and documented unaccounted equipment and resolved discrepancies prior to submitting timely and accurate reports to management

EXECUTIVE ASSISTANT TO CG/PROTOCOL OFFICER (GS-09 / YA-0301/02)

Office of the Commanding General, Marine Corps Base Camp Butler, Okinawa, Japan

Supervisor: Major General Mary Ann Krusa-Dossin, Retired

Sep. 2008 – Mar. 2009

Hours: 50-55 per week

Salary: \$45,000/year

Protocol officer and liaison between the Commanding General (CG), USMC camps, and Manpower--ensured proper communications. Managed daily administrative and protocol activities of the CG's office.

- Maintained and tracked personnel rosters of active duty and civilian division heads
- Coordinated activities relating to visits of high level military, civilian and foreign dignitaries

- Coordinated VIP billeting arrangements and travel, developed itineraries. Determined ranking precedence of VIPs and appropriate camp representation
- Coordinated transportation for distinguished visitors, camp commanders, other military and civilian personnel traveling on government-funded travel orders
Approved Marine Corps vehicle requests. Briefed military personnel verbally and in writing on itineraries to avoid oversight. Received large volume of passenger reservation requests by telephone, naval correspondence and walk-ins
- Analyzed and interpreted protocol policies and procedures. Followed directives, diplomacy, and military etiquette to ensure the CG's Office complied with regulatory and policy procedures of the Marine Corps.
- Assisted staff with the day-to-day computer problems by analyzing and troubleshooting hardware and software issues, and coordinated with IT Division for resolution.
- Participated in and attended special meetings and briefed the Commanding General and the Chief of Staff on Command protocol matters to ensure open communication and timely updates.
- Planned seating arrangements for approximately eight dignitary/VIP events and ceremonies for the CG.
- Managed the CG's calendar and prepared the daily schedule. Established priorities of the CG's events and meetings and used sound judgment prior to relaying responses. Prepared and executed delivery of official invitations for the CG's hosted events—from small, intimate functions—to larger functions, including the Marine Corps Ball and the CG's Holiday Social. Ensured CG's social obligations were met, including coordinating golf tournaments, dinners, lunches, and parties.
- Managed the CG's budget of Non-Appropriated Funds (NAF) and Official Representation Funds (ORF), followed directives, approved funds for various functions and causes in compliance with the Commander's Order. Tracked and reconciled the CG's quarterly budget. Tracked and monitored expenses to avoid quarterly expenses did not exceed budget.
- Received personal calls to the CG from high-ranking U.S. and Japanese officials. Screened visitors and telephone calls to the CG and provided top-notch customer service. Obtained accurate background information on subject matters and presented information to the CG prior to scheduling appointments. Determined the importance of business, rank, or position of contact prior to routing calls to the CG.
- Placed outgoing calls to other officers, highly prominent civilians, adjacent military commands, other national and international government agencies, high ranking active duty, and flagged officers.

PREVIOUS RELEVANT PROFESSIONAL EXPERIENCE (2006-2007)

2007-08 - EXECUTIVE ASSISTANT, Affinity Group, Ventura, CA

- ACCOUNT EXECUTIVE, Advertising Sales, Ventura County Star, Camarillo, CA

2006-07 - EXECUTIVE ADMINISTRATIVE ASSISTANT, Pacific Investment Management Co.
(PIMCO), Newport Beach, CA

- Arranged domestic and international travel for eight individuals using **RESX** online corporate travel booking system to book hotels, rental cars, calculate per diems, print travel itineraries, and retrieve travel invoices. Ensured passports and visas were current, processed travel documents. Contacted travel agent to make travel arrangements/hotel reservations/car rentals.
- Provided high-level administrative support and customer service by conducting research, preparing statistical reports, and handling information requests.
- Prepared invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheets, [databases](#), and presentation [software](#).
- Counseled and assessed approximately 13 clients per week concerning their business' advertising needs to ensure effective results, resolved customer service problems by recommending alternative cost-effective advertising programs based on the business size and revenue.
- Conducted extensive internet research and surveys of industry trends and county readership statistics to ensure the best advertising plan for clients.

ADMINISTRATIVE ASSISTANT

JE Dunn Construction Company, Kansas City, MO

Supervisor: Bruce Anderson, Exec. VP of Marketing, (816) 474-8600

Mar. 2003 – Jun. 2006

Hours: 40-45 per week

Start/End Salary: \$33,000/yr / \$39,800/year

Managed the day-to-day administrative, technical and operational support. Resolved problems for a staff of 15, including two senior executives. Maintained an effective and efficient office environment. Liaison and point of contact for internal and external senior executives and staff.

- Coordinated transportation arrangements for staff members, researched flight options and ensured ample time for connections, compared refundable and non-refundable fares, corporate rates with hotels, and rental car companies.

- Assisted the Mechanical, Electrical, and Plant (MEP) Director and six staff members during first six months. Provided transcription of site visits, recorded time and vacation accrual, compiled reports, created detailed matrix, provided customer service to subcontractors and clients.
- Managed and operated the AT&T switchboard system of 200 extensions and eight incoming lines during first six months. Provided customer service to customers. Screened and directed calls to appropriate departments.
- Coordinated over 40 rural, national and local marketing conferences, trade shows, charity events, dinners and auctions. Acquired sponsorships and prime booth spots in advance to avoid sellouts and higher costs.
- Created an Excel spreadsheet of 40+ marketing events that included pertinent detail for easy tracking.
- Prepared and assembled media kits for the marketing department.
- Operated automated office management systems including word processing, faxing, Xerox machines, scanners, Dictaphone equipment, binding systems, and significantly increased daily office productivity.
- Purchasing: Tracked and expedited orders. Negotiated prices with multiple vendors to obtain best quotes for materials. Ordered office, data and furniture supplies monthly and processed invoices and purchase orders. Processed expense reports, check requests, and resolved accounting discrepancies.
- Inspected meeting rooms for cleanliness and working equipment and coordinated with Building Facilities for maintenance repair to ensure meeting rooms were accessible for meetings.
- Tracked action items, new business opportunities, contacts, status updates, project and company profiles in Cosential database weekly. Generated custom reports using Excel importing and exporting functions.
- Attended meetings on behalf of executives to assure company representation. Briefed superiors on meeting notes and followed through on action items. Attended Operations staff meetings and wrote minutes.
- Liaison between two executive vice presidents and impacted departments and individuals.
- Computer/Database Management/Word Processing/Technical: Created custom reports using importing and exporting skills, tracked business development opportunities, contacts and projects using Cosential database. Composed correspondence on behalf of VP of Marketing and Business Development. Composed, edited, proofread, and checked requests for proposals for accuracy. Processed, reviewed, and finalized marketing proposals. Ensured inclusion of regulatory forms and documents.
- Solicited funds on behalf of Exec. VPs of Marketing and of Operations company for large charity event.

***Accomplishments:** (1) Received 7% salary increase after six months of employment for Outstanding rating.

Coordinated National Healthcare Conference with 16 division offices of over 150 attendees and guest speakers. Negotiated cost proposals with four hotels and briefed executives on budget issues. Finalized guest speaker panel and determined prospective attendees. Delegated responsibilities to the division offices' administrative assistants. Created and composed agenda and presentation slides that were used at the conference.

INDEPENDENT SALES REPRESENTATIVE

Nov. 2001 – Jun. 2003

Stancil & Stancil Sales, Overland Park, KS (Homes-based/Road Sales Rep)

Represented 30+ gift manufacturers including AAFES' manufacturers. Presented and sold mass gift merchandise including clothing to customers. Provided customer service and problem resolution.

- Turned sales territory from \$0 to \$100,000 in first four months by the means of: (1) proactively prospected businesses; (2) analyzed and planned revenue opportunities; (3) identified customer's needs unique to their store
- Grew accounts by cold calling and persistent follow-up; maintained customer relationships
- Prepared progress reports and tracked sales revenue on a weekly, monthly, quarterly, and annual basis
- Scheduled appointments with retail gift stores and military base stores.
- Conducted product stock inventory; merchandising and setting store displays
- Extensive travel as Road Sales Representative (MO/KS/NE/IA/ND/SD)
- Learned technique of closing sales
- Participated in weekly training call with regional manager

EXECUTIVE STAFF ASSISTANT / SPECIAL ASSISTANT TO BOARD OF COMMISSIONERS

Kansas City Area Transportation Authority (KCATA), Kansas City, MO

Mar. 1998 – Nov. 2001

Supervisor: Richard F. Davis, General Manager, Retired (816) 346-0211

Hours: 50 per week

Start/End Salary: \$32,000/year / \$38,000/year

Managed the administrative office environment and provided technical and operational support to the CEO and Board of Commissioners. Liaison between the General Manager/CEO, chairman, government official contacts, executive staff, and the public community. Served as member of Board Support Subcommittee.

- Liaison between two executive vice presidents and impacted departments and individuals.
- Created a detailed spreadsheet of arbitrations and grievances, which enabled management to monitor processes, procedures current status at any given time, tracked disadvantaged business enterprise participation using Microsoft Excel.

- Tracked and accounted for all legal expenses, utilized correct client codes, confirmed charges on invoices, and resolved charge discrepancies through verbal contact with legal counsel representatives.
- Ensured legal documents were processed and handled in a timely and efficient manner.
- Ensured the quality control and production of the monthly Board of Commissioners meeting packets.
- Tracked term limits of ten board of commissioners and followed through on contracts due to expire by consulting with the CEO and Chairman and initiating the contract renewal process.
- Maintained thorough knowledge of the governing Bylaws and assured all contracts were in compliance.
- Reviewed all written documents and reports submitted to the General Manager/CEO for accuracy, completeness, and correct grammar. Proofread, composed, and made edit recommendations to staff members based on close working relationship with the CEO and the board chairman.
- Coordinated travel arrangements for executives by supplying multiple flight options, competitive pricing, incorporating travel credits and frequent flyer miles, deciphering corporate rates on hotels and rental cars.
- Attended weekly and monthly meetings and took minutes, which averaged approximately 40 pages.
- Assisted and trained the CEO and staff members with computer hardware and software, including Microsoft Office programs (linking, importing, exporting, merges, formatting, and generating reports).
- Provided written responses to individuals and groups on behalf of the CEO and Board Chairman.
- Supervisory/Management: One year of managing, planning, coordinating, training, and supervising the work of a small clerical staff. Performed employee evaluation on secretary— issued a 30/60-day trial period, devised an effective performance plan that successfully enhanced the employee's performance.
- Coordinated meetings, conferences, groundbreakings, and special events.

***Accomplishment:** Planned and coordinated the Kansas City Royals Ambassador charity events for the General Manager and received direct verbal commendations from the Mayor, city officials, and executive staff personnel.

TRAINING

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| • Advanced Word 2007 - Spring 2010 (8 hours) | • InDesign for Proposals – 2006 (8 hours) |
| • DTS Online Training – Summer 2009 (4 hours) | • MACIntosh: Word/Excel/PowerPoint – 1990 (12 hours) |
| | • Customer Service Skills – 2000 (8 hours) |
| • CPR/AED Training/Certification – Spring 2010 (8 hours) | |
| • DOD Govt. Purchase Cardholder – 2009 (6 hours) | • Supervisory Training – 2000 (8 hours) |
| • Microsoft Office: Word, Excel, Outlook PowerPoint – 2003-2005 (16 combined hours) | • Corporate Business Writing – 2001 (8 hours) |
| • Cosential Database – 2004-06 (16 overall hours) | • Franklin Covey Time Management – 2000 (8 hours) |
| • Extensive Computer training through New Horizons and BusinessLand – 2001-02: MS Office, Outlook, Word, Excel, PowerPoint, and MACIntosh: QuarkXpress, PageMaker, FileMaker Pro) | 2011-2012 |
| | • Defense Medical Logistics Standard Support (DMLSS) |
| | • Business Objects (DMLSS) |
| | • Drawbase Autocad Software |

EDUCATION

- Johnson County Community College, Overland Park, KS; 1999-2000; 15 Credit Hours; Psychology, Sociology, English Lit I & II
- Concordia University, Seward, NE; 1985-86; 18 Credit Hours; English, Speech & Communications, Biology and Lab, Music, History of Old & New Testament