

JESSICA JOYCE DUMAS

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OBJECTIVE

To offer virtual assistant and writing services on a freelance basis that will utilize my experience and expertise in document design, data research, database development, editing, proofreading, and administrative support.

PROFILE

- **Over 16 years as independent contractor/business owner.** Experience in maintaining an at-home business for various clientele on projects requiring accurate and timely writing, editing and proofreading; database and document developmental skills, Internet research, and virtual assistant skills.
- **Over 20 years in administration/customer service.** Excellent interpersonal and communication skills; always pleasant and professional. Extensive clerical/administrative support and multi-tasking skills. Takes initiative in organizing and prioritizing administrative duties. Known as a self-starter and intuitive, able to work independently or on a team, complimented by clients for going the extra mile in customer service.
- **Over 20 years in proofreading/quality assurance.** Detail-oriented with a proven eye for detail, page layout, format, and consistency. Ability to work independently while balancing competing priorities with a high rate of accuracy and timely follow-through. Performed high volume of proofreading with excellent editing skills in producing deliverables in a timely manner with a high satisfaction rate from clients.
- **Over 25 years in computer technology.** Certified as Microsoft Office User Specialist (MOUS). Earned firm-wide recognition as Subject Matter Expert in Word and referred to as "F1" (the Help key) due to technical and administrative problem solving skills. Prepared tutorials and conducted computer training.

COMPUTER SKILLS

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel and Access
- Microsoft Outlook
- Microsoft Publisher/WPS Writer
- Internet research, Website builder programs
- Microsoft Visio, Paint and Picture Manager
- Google online applications/social networks
- Adobe Acrobat / PDFs / scanning / OCR
- Typing speed: 65 wpm / 0 errors

EXPERIENCE

Freelance Writer / Owner of The Butterfly Connection (2007-current): thebutterflyconnection.simdif.com

Professional freelance writer of website content, articles, blogs, product reviews and guides, eBooks, and books that are for sale on Amazon.com. Virtual assistant support, designing various documents using MS Office, such as Word documents, animated presentations, flyers, contracts, legal documents, newsletters, mailing campaigns using mail merge, and creating databases from Internet research. Reliable customer service, verbal and written communication, and other administrative support.

Computer Instructor and Recruiter (2002-2007): Caledonian Computer School (Commerce, CA). Taught students in Windows and MS Office (Word, Excel, PowerPoint, Access, Publisher, Outlook), QuickBooks, Medisoft and Adobe products, along with voice recognition at beginning to advanced levels. Performed software troubleshooting; developed homework assignments, tests and tutorials. Organized and maintained student attendance, grading, and progress reports. Assisted students in writing their resumes. Recruited various types of tutors/instructors and maintained database using various job banks and educational resources.

Document Specialist/Administrative Assistant (1992-2002): First Consulting Group (Long Beach, CA). Responsible for document development of client deliverables including design layout, word processing, data entry, editing, proofreading, and production. Acted as administrative support for several consultants in various fields, including healthcare, marketing, governmental, and telecommunications. Performed data research, scheduling, event planning and software troubleshooting. Maintained confidential records for several Vice Presidents. Participated in administrative knowledge-sharing and cross-training by conducting one-on-one training, conference call, and seminar training sessions. Mentored co-workers.

Data Entry Supervisor/Senior Word Processor (1988-1992): Earth Technology (environmental engineering consulting firm in Colton, CA). Responsible for supervising a staff of data entry operators, maintaining quality assurance reports, data filing system, and training operators. After one year, promoted to Word Processing Specialist with a confidential clearance for producing large-scale government documents. Developed training materials, conducted one-on-one training for co-workers, maintained client files, and assisted in technical editing, proofreading, and final copy production of deliverables.

Order Desk / Co-op Advertising Supervisor (1977-1988): Bridgestone Tire Co. of America (Torrance, CA). Responsible for taking tire orders, inventory analysis, customer service, and administrative support for Vice President of Sales. After three years, promoted to Supervisor responsible for managing budget of \$8 million to administrate the national co-operative advertising programs, overseeing the co-op claim form process for 500+ dealers, training clerical staff, auditing dealer print and media advertisements, writing policy and procedure manuals, preparing dealer monthly credit statements and reports for management using Lotus-123.

EDUCATION

Stillwater High School, Stillwater, MN – Graduated with Major in Office Training

Institute of Network Technology, Long Beach, CA – Microsoft Office User Specialist certification 2002