**Jack F. Gillan**

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**Job Objective**

Highly-organized, dedicated, and certified Junior Executive administrator seeking a mid-level challenging position to use my expertise and vast knowledge in fulfilling company objectives.

**Summary of Skills**

* In-depth understanding of various administrative support procedures, including answering phones/mails, writing correspondences, etc.
* Experience of managing calendars of senior executives
* Capable of making meeting arrangements and taking notes as well as arranging travel/accommodation bookings for the staff
* Adept in coordinating with the team to provide exceptional support for staff and executive personnel for smooth functioning of the organization
* Ability to work in a fast-paced and high-pressure environment, and juggle between changing priorities with ease
* Expertise in scheduling maintenance/repair work, and managing inventory of office supply
* Possess excellent time-management and problem-solving skills
* Team player with excellent organizational and communication skills

**Work Experience**

Junior Executive

Engility Inc., Arlington Heights, IL

March 2017 - Present

* Providing detailed administrative support to the senior executives and finishing given tasks on a daily basis
* Researching and following up on issues/concerns addressed to the executive professionals and ensuring appropriate course of action is implemented in minimal time
* Arranging complicated and detailed travel plans, itineraries, accommodation along with the stakeholder meeting agendas for senior executives such as CEO, COO, CFO, etc.
* Performing filing and maintenance of records, data compilation, and preparation or editing of presentations
* Greeting employees, clients or first-time visitors to the firm, and escorting them to the concerned department
* Scheduling and arranging for client appointments or team meetings
* Assessing and preparing requisition for office supplies

Junior Executive

MELE Associates Pvt. Ltd., Arlington Heights, IL

January 2015 - February 2017

* Answered customer calls to solve their queries related to the company products
* Handled customer feedback and provided replacement of the product as instructed by supervisor
* Attended team meetings of various departments to highlight the customer issues, and took minutes of the discussions for proper implementation of strategies
* Participated in monthly discussions with senior executives to present factual information and customer buying trends as well as made suggestions for achieving business target
* Performed data entry by collecting actual numbers from the marketing team, and prepared monthly sale reports
* Inspected computer systems on the floor to check for faulty hardware and software, and scheduled timely repairs to protect company data
* Coordinated with the team to provide administrative support to the staff and assisted in solving issues to ensure no interruptions in the work flow

Junior Executive Assistant

Rockwell Group of Industries, Arlington Heights, IL

July 2012 - December 2014

* Coordinated with the IT department for handling repairs related to the office systems
* Handled a wide range of administrative and executive support tasks to assist staff of multiple departments
* Coordinated with travel agencies to make travel and accommodation arrangements for the staff
* Assisted in organizing company's events, including team/department off-sites, monthly summits, and occasional celebrations
* Worked with the executive officers to develop strategies for maintaining and strengthening relationships with clients
* Performed business analysis to prepare recommendation reports, and identified business process improvement opportunities

**Education**

* Bachelor's Degree in Business Administration   
  Robert Morris University, Arlington Heights, IL   
  2012

**Certification**:

* Certified Administrative Professional, 2013

**Reference**: On request.