

# NANCI PATTENDEN

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- PROFILE**
- ◆ Dedicated administrative professional with a background spanning Hydro Electric, Manufacturing, and Facility Management.
  - ◆ Self starter with exceptional time management and organizational skills.
  - ◆ Proficient in Word, Excel, Access, PowerPoint, and Outlook.
- EXPERIENCE**
- ◆ Balance time between invoices, information tracking for reports, and weekly payroll deadline.
  - ◆ Review and approve invoices, ensure accuracy, and input information in spreadsheet database; track stages of multiple invoices and follow-up on queries.
  - ◆ Analyze and interpret invoice and timesheet information to make appropriate decisions
  - ◆ Collaborated in design and implementation of electronic filing system tracking 10 years of current and closed files and linked information with hard copy files using comprehensive reference system.
  - ◆ Communicate with vendors, technicians, and Regional Managers using superior telephone skills
  - ◆ Managed 250 active vendor files including organizing, tracking, and following-up using Excel, Access, and Outlook; maintained Excel spreadsheets
  - ◆ Oversaw general correspondence for Director of Sales & Marketing and National Sales Manager
  - ◆ Managed and ordered office inventory and performed general office support functions
  - ◆ Streamlined report generation process by redesigning database for tracking work within 60–80 member department; created and distributed reports.
- WORK HISTORY**
- ◆ Brookfield LePage Johnson Controls (BLJC), Markham, ON 2004 – Present
  - ◆ Sanmina SCI Enclosures, Scarborough, ON 2003 – 2004
  - ◆ Brookfield LePage Johnson Controls (BLJC), Markham, ON 2003
  - ◆ Anchor Hocking Glass, Richmond Hill, ON 2002 – 2003
  - ◆ Toronto Hydro Electric System, Toronto, ON 1981 – 2001
- EDUCATION**
- ◆ Office Administration Diploma, Keyano College
  - ◆ Project Management Program, Humber College
  - ◆ Office Technology Administration Program, Durham College
  - ◆ Microsoft Software Program, Durham College
  - ◆ Executive Secretary Program, Seneca College
  - ◆ Administrative Assistant Program, Seneca College
  - ◆ General Secretary Program, Seneca College