

Denise Getty

817 State Route 1028 • Dayton, PA 16222 • (724) 783-2445 • tgpa@windstream.net

SUMMARY OF QUALIFICATIONS

Executive Administrative Assistant with extensive experience in supporting senior level executives. A consistent record of assisting management in reducing costs, increasing productivity, improving morale and helping to resolve complex departmental issues.

Expertise in areas of invoices, personal calendars, appointment scheduling, correspondence, expense reports, event planning and travel arrangements. Maintain professionalism at all times and use discretion when handling confidential data. Outstanding customer relationship-building skills and ability to inspire trust with clients and colleagues at all organizational levels. Knowledge of HR practices.

SOFTWARE/TECHNICAL EXPERTISE

MS Word, Outlook, Internet, Excel, PowerPoint, PeopleSoft, OrgPlus 5 and Raintree.

PROFESSIONAL EXPERIENCE

Phoenix Rehabilitation Health Services, Inc., Rural Valley, PA
Facility Secretary/Marketing, 2008-Present

Provide clerical, secretarial, marketing and sales support for the Physical Therapy Facility under the general and direct supervision of the Facility Director.

- Manage patient treatment schedule, administrative and secretarial support functions, maintain appropriate facility records, and filing systems.
- Verification and authorization of health insurances.
- Code and list procedures for patient billing.
- Marketing contact with physician referral sources and industry.
- Meet with Facility Director and other appropriate company staff to plan, schedule and coordinate marketing and sales efforts.
- Aid in the treatment, care and safety of patients.
- Assist therapists/assistants in selected procedures.
- Provide coverage to additional outpatient offices during staff shortages.

Idearc Media (Formerly Verizon), Monroeville, PA
Executive Administrative Assistant/Division Assistant, 2006-2008

Selected to serve as assistant to the General Sales Manager based on demonstrated work performance and dedication. Intricately involved in the division's start up and growth. Ensured the efficient day-to-day running of all business operations and provided confidential administrative support to the General Sales Manager, management team and regional finance manager. Assisted with HR functions, such as payroll, union and employee benefits issues. Handled financial matters including A/P and A/R.

Administrative Competencies

Managed details of in-house and off-site meetings and luncheons, travel arrangements, calendars, itineraries, agendas and preparation of expense reports for General Sales Manager.

Updated and maintained General Sales Manager's calendar and assisted up to 12 district sales managers with special training as needed, including HR policies, payroll sheets and processing expense reports.

- Assisted the team in consistently achieving sales goals and objectives, while working within the predetermined budgets.
- Prepared biweekly payroll entry for up to 90 employees and input division budgets when required by finance department.

Communication / Customer Relations

- Exercised independent judgment, decision-making abilities and high level of confidentiality.
- Collaborated with various levels of management to collect data to compile production and progress reports for the General Sales Manager.
- Acted as liaison between management and field sales personnel to ensure proper communication of company policies and procedures.
- Coordinated the interviewing process between management and new hire candidates.
- Assisted out-of-town candidates with travel, hotel and car service arrangements.
- Distributed company literature and follow-up with meeting arrangements as needed.

Verizon (Formerly Bell Atlantic), Monroeville, PA

Division Assistant/Quality Assurance Auditor, 1986-2005

Liaison between marketing and sales division. Assisted General Sales Manager in completing preparation of accounts for sales representatives by scheduled time frames. Regularly met with General Sales Manager and District Sales Managers to determine account criteria, key dates and company objectives for the division. Interfaced with Finance and Marketing departments to assist with Division budgets.

- Performed quality checks on yellow page ads daily to ensure reduction of errors and accurate processing of ads by sales.
- Supplied the sales division with daily and weekly reports.
- Stepped in during the absence of supervisor and conducted daily office meetings with peers to prioritize objectives which resulted in higher productivity. Also obtained, trained and managed temporary help on various assignments.