
PROGRAM SUPPORT ASSISTANT RESUME

Objective:

Seeking the Program Support Assistant position where I can apply my experience and efficiently contribute to the company's growth.

Summary of Skills:

- Ability to interpret and apply guidelines involving program and administrative processes
- Excellent knowledge of the work processes and procedures of an administrative field
- Proficient with word processing, spreadsheets and presentation applications
- Ability to assemble data to prepare and submit various reports
- Strong oral & written interpersonal and communications skills
- Detail oriented and resourceful with excellent follow through skills
- Proficient with Microsoft Office – Excel, Visio, PowerPoint, Project, and MS Word

Work Experience:

Program Support Assistant
Agricultural Research Service, McLean, VA,
August 2005 to till date

- Initiated provider-to-provider contacts and facility communication with multidisciplinary personnel.
- Responded to written and oral inquiries relating to the administration of the referral and transfer process.
- Developed, computed and maintained database of consults and transfers.
- Reviewed, and transferred the fund control points to determine course of administration action to prevent delays.
- Processed and resolved all walk-in inquiries and routed to appropriate client.
- Received and screened telephone calls with customer service excellence.

Program Support Assistant
Veterans Health Administration, McLean, VA,
May 2000 to July 2005

- Received and screened incoming correspondence, reports, and instructions; and ensured to maintains controls on due dates.
- Received and reviewed drafts of miscellaneous reports and publications for spelling, punctuation, numerical data, and format.
- Scheduled meetings of committees and ensures that all reports and statistics are made available.
- Sorted and distributed mail; monitor supplies and services; and filed miscellaneous correspondence.

Education:

Associate Degree in Business Administration
University of South Alabama, Mobile, AL

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