

# Katrina Burton

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## PROFESSIONAL SUMMARY

I am a highly motivated and dependable Administrative Assistant with extensive customer service and secretarial skills. I supported the operations and public images of several organizations through excellent customer service practices and the development of databases, websites, promotional materials, correspondence, newsletters, and events.

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## SKILLS

- Customer Service
  - Computer & Technology
  - Fast Learning
  - Problem Solving
  - Written & Verbal
  - Time Management
  - Microsoft Office & Adobe Suites
  - Editing
  - Organizing
  - Event Planning
  - Graphic Design
  - Detail-Oriented
  - Misc. Software
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## WORK HISTORY

**OFFICE MANAGER/PROJECT ASSISTANT – North Quabbin Community Coalition (NQCC), Athol, MA**  
01/2012 to 11/2022

- Provided front desk clerical and design assistance for the organization, the North Quabbin Recovery Center, the North Quabbin Woods (now closed), and the North Quabbin Chamber of Commerce (moved out). Also provided receptionist services for North Quabbin Counseling and Massachusetts D.A.R.E.
- Answered phones and emails; assisted walk-ins; referred constituents to available resources; designed, gathered info, wrote, and edited monthly newsletters; developed and maintained two websites with comprehensive resource directories (nqcc.org & northquabbinwoods.org); created and maintained database; designed and created props and materials for annual themed events; designed print and web materials; maintained office supplies; and managed Facebook.

**OFFICE ASSISTANT – Patrick S. Bullis, CPA, Athol, MA**  
01/2013 to 04/2013

- Provided temporary front desk clerical assistance including answering phones and emails, assisting walk-ins, scanning, scheduling, and processing tax returns by learning and using tax processing software.

**OFFICE MANAGER – Hitchcock Center for the Environment, Amherst, MA**  
09/2010 to 10/2011

- Provided clerical and office management support while also acting as facilities manager, database manager, volunteer coordinator, accounts receivable clerk, and graphic designer.
  - Improved customer service with timely emails and phone calls, streamlined hand-written registration process through database, improved record reporting, and designed brochures and advertisements.
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## EDUCATION

- **COMPUTER GRAPHIC & WEB DESIGN (CERTIFICATE) – Mount Wachusett Community College**
- **WEBSITE FUNDAMENTALS w/ PHOTOSHOP & DREAMWEAVER – Mount Wachusett Community College**
- **DESIGN PROJECTS FOR ADOBE ILLUSTRATOR (CERTIFICATE) - Worcester State University ed2go**