

NAN VAN DER STEUR

Professional Career

INTRODUCTION

I'm a seasoned executive office administrator who's driven to anticipate my boss's every need. In my current role, I re-designed virtually all community forms, greatly improving their ease of use; at Gray Development Group I refined my writing and graphics skills when I took on compilation of the company newsletter; at Alliance Residential I honed my ability to be detail-oriented as the associate responsible for tracking attendees at a major trade show; and at Del Webb I learned my most important lessons about flexibility, as I supported several disparate departments during the course of my tenure there. I have a stable employment history and proven performance record interfacing at highest executive level, with particular expertise in communication, organization, follow-through and customer relations. I am respected by senior corporate officials, outside business associates and co-workers for professionalism, integrity and trustworthiness. My sense of inner urgency and tendency to be a perfectionist have enhanced my employers' productivity and reputations.

EXPERIENCE

01/2009 to Present

Executive Assistant, Company Confidential

Provide primary administrative support for company principals. Additional responsibilities include monthly invoice generation for LIHTC file reviews for over 100 locations; weekly participation in Leasing Committee meeting for notes and resident letter preparation; ongoing tracking of offsite file storage; information dissemination to locations across seven states, as well as preparation of monthly Property Management calendar; receptionist duties including collateral/office supply ordering. Project coordinator for update and re-design of Property Management operations manual, which remains ongoing. Notable accomplishments to date include streamlining LIHTC billing process by creating new invoice format in Excel (a vast improvement over previous WordPerfect format), and authorship of Employee Handbook with associated forms.

09/2006 to 01/2009

Administrative Assistant, Gray Development Group

Administrator for Senior Vice President, his headquarters and community team members, Director of Talent and company Chairman. Ongoing information processing included collection of portfolio's rental statistics; resident satisfaction surveys; Property Management calendar; expense reimbursements for VP. Directly responsible for company newsletter, calendar year 2008. Tracked expenses for all associates' career apparel, creating detailed Excel spreadsheet reflecting orders and reimbursements. Notable accomplishments included creation of extensive reference guide for headquarters administrators, and implementation of Property Management operations manual.

12/2005 to 08/2006

Administrative Executive Assistant, Stirling Energy Systems, Inc.

Served as primary travel arranger for several divisions; compiled detailed travel binder and authored company travel policy. Wrote approximately 40 office procedures; crafted comprehensive reference guide for office administrators; completed various research and writing projects while handling heavy phone call volume.

07/2001 to 06/2005

Executive Assistant/Property Administrator, Alliance Residential Company

Liaison between Regional Managers and Vice President of Southwestern Region, assisting with the daily administration of (at various times) over 10,000 apartment units. Acted as initial customer service point of contact when resident issues required high-level resolution. Assisted with due diligence procedures for potential additions to portfolio. Maintained company website, updating job posting and community changes. Event planning and travel arranging as needed.

02/1992 to 02/2001

Various Administrative Roles, Del Webb Corporation

Progressed up through the administrative ranks in positions of increasing scope and responsibility. Assisted three company officers in five functional areas: Public Relations, Terravita (conventional development) headquarters, Human Resources, Coventry Homes (conventional development) headquarters, and eBusiness.

EDUCATION

2 years completed at Arizona State University, Tempe, Arizona, majoring in Theatre.

NOTABLE SKILLS

Skilled in PC as well as Mac operating systems. Particular expertise in table and forms creation. Proficient in Microsoft Office Suite, Word, PowerPoint, website development programs Dreamweaver MX and Front Page; Microsoft Photo Editor and Photoshop Elements 4.0. Experienced in Visio Professional 2003, Adobe, Lotus and WordPerfect. Very comfortable with Excel, and some experience with Access. Possess Internet savvy and strong research/analytical skills; expert in creating tables and forms. Effective speedwriter; type approximately 90 wpm.

ACHIEVEMENTS

- Administrative Assistant of the Year, and "Helping Hand" awards, 2004
- Administrative Associate of the Year, 2003
- President's Award, 2002
- Coventry Hammer, Nails, Heart & Soul (Employee of the Month) award, 2000
- Process Improvement Award for Travel Administrator's Manual, 1998
- Excellence in Action (Employee of the Month) award, 1997