

COLEEN SPALDING

PO Box 79493 • Fort Worth, TX 76179 • coleen@dfwvirtualoffice.com • 817.232.0673

VIRTUAL ASSISTANT

I am an assertive, dynamic experienced professional serving the small to medium business owner with administrative support services. I work from my home office and projects are communicated and completed via the telephone, email, internet, fax and US mail. I save companies time and money by becoming a part of your team and building lasting relationships with you and your customers.

PROFESSIONAL EXPERIENCE

DFW Virtual Office - 2003 to current

Fort Worth, Texas

DFW Virtual Office offers "Virtual Assistance" or more commonly known as administrative assistant support services to small/medium businesses. Owned and operated by Coleen Spalding. Some of my services include:

- | | |
|-----------------------|-----------------------|
| ◆ Administrative | ◆ Bookkeeping/Payroll |
| ◆ Contact Management | ◆ Desktop Publishing |
| ◆ Email Marketing | ◆ Online Conferencing |
| ◆ Real Estate Support | ◆ Transcription |
| ◆ Travel Arrangements | ◆ Website Maintenance |
| ◆ Facebook | ◆ Twitter |

Web Based Programs:

- | | | |
|-------------------------|---------------|-----------------|
| • Constant Contact | • WebEx | • Top Producer |
| • Skype | • Go To My PC | • Survey Monkey |
| • Infinite Conferencing | • NTREIS | |

For more information please visit my website at www.dfwvirtualoffice.com

Continued...

Dr. M.E. Ali, MD – 2002 to 2004
Fort Worth, Texas

Dr. Ebadat Ali, MD specializes in pulmonary medicine.

Medical / Administrative Assistant: Responsible for assisting with patients in the following areas; scheduling appointments, testing and surgery. Preparing patient charts, assisting doctor with patient visits such as weight, blood pressure, breathing machine, etc. Helping patients with their prescriptions and medical records/care. Transcription and billing.

Sabre Holding, Inc. – 1998 to 2001
Fort Worth, Texas

Sabre Holdings connects people with the world's greatest travel possibilities by retailing travel products and providing distribution and technology solutions for the travel industry.

Human Resources Representative - Team Leader: Transferred from AA. Worked with 5 member team in a call center environment providing company policies and procedures to managers, recruiters and employees via telephone helpdesk and company intranet. Maintain excellent customer service, extensive knowledge of company policies and procedures, provide technical support for in-house software programs and assist payroll dept with payroll and compensation issues.

American Airlines – 1994 to 1998
Fort Worth, Texas

American Airlines is one of the largest airlines in the world, contributing more than \$150 billion per year to the U.S. economy in airline transportation.

Human Resources Representative: Started as a temp in the cargo dept at HDQ and moved to the RES office after 6 month probation period. Reported directly to the HR Manager assisting managers and reservation agents with company policies and procedures. Promoted to the Workers Compensation department as an OSHA Administrator and Field Reporting Analyst.

1st ABC Construction – 1990 to 1993
Hurst, Texas

1st ABC Construction - Commercial Masonry Contractors in the DFW Metroplex.

Office Manager: Company owned business owned by mother and son team. Managed all aspects of office management including incoming/outgoing calls, supply orders, cost accounting, A/P, A/R, bookkeeping, and payroll. Supervised 1 employee.

Paul Davis Systems, Inc. – 1987 to 1990
Hurst, Texas

Fire and Water Restoration Specialists serving Tarrant County and surrounding counties.

Office Manager: Worked under husband and wife team managing incoming calls, supply orders, cost accounting, A/P and A/R, bookkeeping, payroll.

Steve Long Bail Bonds – 1980 to 1988
Fort Worth, Texas

Bail Bond Company serving the DFW area.

Office Manager / Agent: Worked directly under owner. Managed, incoming/outgoing calls, negotiating bonds, faxing, filing, letter documentation, dealing with court clerks and attorneys. Also worked as agent, running bonds to various surrounding jails and submitting signed/notarized bonds for the release of clients from jail.

EDUCATION & TRAINING

Tarrant County College – Fort Worth, Texas
(Accounting/Undergraduate/SHRM Studies)
Virtual Assistance U – Dallas, Texas
QuickBooks Pro – FWBAC & TCC
Income Tax Preparation - H&R Block, Kurt & Russell Tax Consultants

AFFILIATIONS

Int'l Association of Virtual Office Assistants (IAVOA)
American Institute of Professional Bookkeepers (AIPB)

REFERENCES

Available Upon Request