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## ANDREA BROWN

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### ADMINISTRATIVE PROFESSIONAL AND PROJECT ASSISTANT

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#### SUMMARY OF QUALIFICATIONS

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Focused and results-driven **Administrative Professional and Project Assistant** with 12 years of experience working within fast-paced environments, with an emphasis on efficient processes, productive administration, and superior service to both internal and external customers. Innovative and self-motivated individual who excels at creating solutions for clients, employees, and the company as a whole. Strong communication skills, serving as a valuable coordinator, liaison, and manager. Successful record in accomplishing set goals.

#### Experience in:

Office Administration and Management • High Volume Communications • Customer Service and Support  
Project Coordination and Assistance • Project Accounting and Finances • Internal and External Training  
Documentation and Record-keeping • Reports and Presentations • Event Planning and Coordination

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#### CURRENT EXPERIENCE AND ACCOMPLISHMENTS

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**Research Associate** | Colorado School of Mines | Golden, CO

1/2011 – Present

Capably manage a wide range of administrative functions and project-related tasks for the Advanced Explosives Research Group (AXPRO) in the Mining Engineering Department at the Colorado School of Mines.

- Work directly with the internal team of 5 employees as well as graduate students, members of other departments, and contacts outside of the organization. Answer a high volume of incoming phone calls through and direct calls to appropriate parties. Greet visitors in the department's reception area. Build rapport while providing information and answering questions.
- Support the Director of AXPRO and Principal Investigator along with teams consisting of 4 professionals and 2 undergraduate students with grant projects. Interact with Scientists from the Los Alamos National Laboratory (LANL) in New Mexico to collaborate on projects.
- Hold responsibility for accounting tasks involved in each project. Purchase, track, and maintain records of materials and supplies. Originate vouchers for departmental and interdepartmental requests. Handle petty cash and expenditure forms. Reallocate procurement cards to correct funds and accounts. Serve as the main point-of-contact for vendors and internal staff members on matters related to purchases.
- Manage meeting schedules and coordinate calendars, taking into account current projects and priorities. Make travel arrangements for the group. Prepare travel authorization and travel expense forms according to CSM rules and submit them to the accounting department.
- Attend staff meetings to take meeting minutes.
- Prepare and distribute written documents via email, fax, or post that range from detailed reports to general correspondence. Work with confidential information requiring continual attention to detail in composing and proofing materials.
- Assist the Project Instructor with the creation of course materials, purchases, and set up for educational short courses for up to 200 attendees.
- Prepare and present training presentations for project-specific instruments such as Photo Doppler Velocimetry (PDV), High Speed Imaging Cameras, X-Ray Systems, and Flash Megasun Systems.
- Assist with explosives experiment set-ups at the test site and gave safety presentations and tours.
- Maintain database and filing systems utilized for operational, financial, and administrative information.

#### **Key Accomplishments:**

- ✓ Successfully supported 5 projects ranging from \$40,000 to \$2 million for LANL, Chevron, CDOT, and Lubrizol.
- ✓ Created safety procedures according to State of Colorado Explosive Safety Regulations and presented them to new employees, students, and visitors.
- ✓ Continually given additional roles and duties with increasing levels of responsibility.
- ✓ Regularly receive compliments from managers, colleagues, and clients for excellent results and service.

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**ADDITIONAL EXPERIENCE**

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**Event Coordinator and Server** | Grand Hyatt | Denver, CO **1/2002 – 9/2011**  
Provided excellent customer service within a series of positions at this nationally-recognized upscale dining establishment in downtown Denver.

- Offered prompt, friendly, and accurate service to customers as a Room Service Server or Server in the main dining room. Created comfortable encounters and personalized interaction with each guest.
- Marketed new entrees and “upsold” additional menu items in order to increase gross sales.
- Planned and coordinated hotel space, schedules, and menus for events of all sizes.
- Took on other roles and duties within the hotel, assisting as Banquet Server, Front Desk Service Specialist, Hostess, Cashier, and Room Service Coordinator.

**Key Accomplishments:**

- ✓ Trusted to serve celebrities and political customers staying at the hotel.
  - ✓ Asked to apply for supervisory positions because of exemplary service.
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**EDUCATION AND TRAINING**

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**Bachelor of Science Degree in Business Administration** | Mongolian Technical University | 2000

**Mine Safety and Health Administration (MSHA) Certified**

**Safety Training for Employees and Contractors**

**Practical Explosives Training School**

**Hands-on Safety Training and Experience with a State and Federal Explosives Permittee**

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**TECHNICAL AND COMPUTER SKILL SET**

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Windows and Mac Operating Systems

Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and Publisher)

Adobe Products (Acrobat and Reader)

Project Management Software

Web-based tools and applications for online research and communications

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**REFERENCES**

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Excellent references and professional recommendations can be provided on request.