



OLIVIA SMITH

Trust Administrative Assistant

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Banking



Customer Service



Customer Relations



Investments



Research



INTERESTS

🌿 Gardening

👤 Community Service

🔭 Astronomy

🌲 Hiking

STRENGTHS

👁 Insightfulness

🗨 Negotiation

☰ Detail-oriented

📅 Planning

LANGUAGES



English



Arabic



Japanese

ACHIEVEMENTS

🌟 Successfully managed a portfolio of over 100 trust accounts, ensuring compliance with all regulatory requirements.

🌟 Implemented a new filing system that improved document retrieval time by 40%.

PROFESSIONAL SUMMARY

Results-oriented professional with strong problem-solving, client support, and organizational skills. Recognized as a team player who is comfortable taking the lead to support client needs. Adept communicator in groups or one-on-one with the commitment to stay motivated and focused on goals. Ability to manage multiple priorities, supporting numerous co-workers, in a fast-paced, complex environment.

WORK EXPERIENCE

Trust Administrative Assistant

📅 May / 2019-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Reported to Assistant Vice President/Senior Trust Officer.
2. Included typing and composing correspondence, forms, charts, and court documents.
3. Maintained accounts involving wills, probates, trust, conservatorships, and guardianships.
4. Responsible for overdrafts, payments of expenses, and receipt of incoming income into accounts.
5. Balanced court accountings and maintained efficient records on accounts.
6. Set up and processed new accounts and handled merchant deposits on inquiries and problems.
7. Arranged complex and detailed travel plans, itineraries, and agendas.

Trust Administrative Assistant

📅 May / 2015-May / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Managing and transitioning to electronic files and documents. Performing reconciliations, balancing, inventories, mailings and corrections. Creating.
2. Implemented and developed centralized departmental word processing.
3. Point of contact for all outside vendors and resolving any operational issues that may occur. Assisted Trust Officers with correspondence, mail, faxes.
4. Responsible for all administrative duties with \$306.6 Million of trust assets. Process distributions for trust. Process paper work for implementation.
5. Managed trust account documentation, ensuring 100% compliance with regulatory standards and internal policies.
6. Coordinated the preparation of trust account statements, improving accuracy and reducing errors by 30%.

EDUCATION

Bachelor of Science

📅 Sep / 2018-May / 2022

Lakeside College

📍 Lakeside

Concentrated on business administration and management principles.