

## ***Ramona W. Wood***

[REDACTED] Aurora, IL 60506  
[REDACTED]

Email: [REDACTED]

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### **Summary:**

Interested in a position within a company where superb communication and organizational skills from 20+ years of office management, will enhance and improve the business systems which support company objectives.

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### **Workplace Skills:**

#### *Administrative:*

Project Scheduling, Office / Team Training and Management, Event management, Travel Coordination, Reports and Spreadsheets, Research, Payroll input, Records Management, and Executive Management support.

#### *Workstation:*

Proficient in Visio, Access, Word, Excel, PowerPoint, MS Outlook, Adobe Acrobat, and AS400 systems. Worked with SAP, and Epicor platforms. Copiers, scanners, filing structures, calculators, and various office equipment.

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### **Experience:**

October 2013 – December 2014                      Omega Capital Management, Inc.                      Aurora, IL

#### **Executive Assistant**

- Develop and maintain business documents
- Create business forms
- Coordinate file systems online and off
- Obtain and retain business operation related correspondence
- Work with Executives, managers, and consultants on a daily basis
- Front desk gatekeeper
- Computer troubleshoot and training
- Develop and document subsidiary company information
- Daily security check, confidential

May 2010 – May 2013    Quality Assurance Consultant – Client: CTL Global, Inc.,                      Northlake, Illinois

#### **Quality Representative / Consultant**

- Developed and written ISO Quality Management System for Logistics Business Unit
- Achieved ISO 9001 registration for 2 locations
- Manage and update certified ISO 9001 Quality Management System
- Document control and detail maintenance
- Audit multiple operation facilities
- Support Executive Management
- Quality training
- Document and maintain historic information for CEO

March 2008 – July 2009    Schmolz-Bickenbach NA / Ugitech                      Carol Stream, Illinois

#### **Quality / Safety / Claim Coordinator**

- Implement and support the quality objectives stated by the company.
- Document control for ISO 9001:2008 management system.
- Customer interaction, (internal and external) solving quality related issues.
- Internal auditor for Stainless Steel and Tool Steel divisions.
- Safety documentation, set-up meetings, audits within policies and requirements.
- Support the manager of Quality and Safety.

February 2001- March 2008 Ugitech / Ugine Stainless & Alloys, Batavia, Illinois  
Quality Assurance Manager

- Developed, written and managed ISO 9001 systems for the seven company locations.
- Achieved ISO 9001 registration for 2+ organizations.
- Supervise various Internal Auditors / reporting on the Quality System.
- Management Representative for external audits.
- Schedule training, meetings, audits, travel.
- Other duties, including inventory management, working with Financial, Sales and Purchasing departments. Training of personnel, support on AS400, and other computer systems.

June 1987– February 2001 Ugine Stainless / Alloy & Stainless, Inc., Aurora/Batavia, Illinois  
Senior Sales Representative / Office Manager

- Inside sales, support and development of new customers.
- Customer relations, inventory planning for contract accounts.
- Office management and supervising administrative personnel.

August 1981- June 1987 Alloy & Stainless, Inc., Lemont/Aurora, Illinois  
Administrative Sales Support / Office Manager

- Billing sales orders / receiving inventory / general office duties.
- Office management and supervising administrative personnel.

**Education:**

- Lemont High School, Lemont, IL High School Graduate
- Classes / Training as needed for responsibility changes.

**Interests:**

Interests include community, computers, travel, photography, cooking, films, old home restoration, and gardening.

**Volunteer:**

Executive Committee Greenfest, VOF Water Sentinels, Advisory Committee Marie Wilkinson Community Garden Park, Community Asset, Aurora Historical Society Archives – Assistant Researcher, Citizen Police Academy Aurora Alumni