

# SUNNY A. BAIN

Valencia, CA

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## CORPORATE RESUME

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**SUMMARY:** Qualified administrative professional with a proven track record, extensive background, and professional training. Capable of working in a fast paced, high volume environment with various working conditions. Produce effectively on an independent basis as well as when working as part of a team.

**EXPERIENCE:** 7/99–8/00

**Knight Piesold & Co.**

Corporate Office:

Denver, CO

Physical Location:

Santa Clarita, CA

- Office Administrator for an engineering consulting firm for remedial cleanup of a property located in Santa Clarita, CA.
- Signer of site checking account with responsibility of accurately balancing the checking account each month.
- Review/processing and submittal of all invoices related to the site.
- Responsible for all IT issues including software.
- Processing of all paperwork received for office.
- Wrote all correspondence for the site as requested.
- Coordination of all onsite sub-contractors re: paperwork for sampling, hours worked, etc.
- Responsible for email accounts for the site as well as the coordination of pertinent information to others.
- Created and submitted daily reports of all activities on site, including processing and forwarding to a satellite office all digital site pictures taken each day.
- Created filing system and was solely responsible for upkeep and maintenance. This was a very important task as there were numerous documents received daily.

**EXPERIENCE:** 10/95–7/99

**The Walt Disney Company**

Burbank, CA

*The Disney Catalog (Disney Direct Marketing Services, Inc.)*

- Executive Assistant to the Vice President, Marketing & Vice President/CFO, Finance.
- Prepared extensive presentations for staff and business meetings using PowerPoint, Word and Excel.
- Drafted all inter-office and outgoing correspondence for VP & CFO.
- Responsible for the Corporate American Express purchasing card making sure orders are within budget restrictions. Keep a detailed spreadsheet of all supplies ordered and costs.
- Internet research for special projects, i.e., Birthday Club program, ESPN Catalog, Watch Collectors Club.
- Prepared and distributed daily “Flash” report via email detailing receivable and payable information on business for each day.
- Served as an external and internal customer service representative in order to insure guest satisfaction and smooth interdepartmental coordination.
- Coordinated all aspects of the Catalog’s move from The Burbank Center to our new facility, including all IS, communications, matrix, etc.
- Maintained heavy meeting scheduling, as well as coordination of facilities, food, and presentation equipment. Schedule domestic & international travel, transportation, and lodging arrangements.
- Processed expense reports.
- Supported 16 employees who reported to the Vice President of Marketing.

EXPERIENCE: 7/90–10/95

**The Walt Disney Company**

Burbank, CA

*Corporate Tax Department*

- Assisted the Director of Expatriate Tax.
- Prepared all year-end tax information for the accounting firm. Gathered information from the Payroll, Accounts Payable, and Relocation departments, detailing year-end compensation paid on the employee's behalf, as well as payments made by the employees. Coordinated with the accounting firm what quarterly, estimated, extension, and balance due payments were needed.
- Prepared correspondence for approval signature to the Social Security Administration requesting a Social Security Certificate of Coverage for Disney employees who accept work assignments overseas.
- Created a spreadsheet showing beginning and ending assignment history, recording what dollar balance is due the company vs. what is due the employee. Regulated the "Tax Equalization" listing to show if the year-end account had been settled with the Company vs. the employee.
- Conversed on a regular basis with the IRS and FTB on tax matters relating to the expatriate population. Drafted all correspondence to the IRS, State taxing authorities, and expatriate employees prior to signature.
- Received all Federal and State tax refunds issued to an Expatriate. When a check is received, it is determined if the refund was an assignment year. Once determined, the check is forwarded to the employee with a memorandum from myself instructing the employee to remit the amount of the refund. Coding of all incoming checks. Responsible for processing invoices from outside vendors.

EXPERIENCE: 1/85–7/90

**Blue Cross of California**

Woodland Hills, CA

*Risk Management Division*

- Assisted the Manager of Risk Management.
- Created and updated Harvard Graphic charts monthly for the Director of Group Administration.
- Recorded/tracked/follow-up of all executive complaints addressed to the President.
- Typed over 300 letters/month for the Overpayment Recovery Unit.
- Typing for the Claim Consultants, including extensive projects such as typing the Membership Procedural Manual (500 pages) for membership training purposes.
- Revised/updated existing Blue Cross forms.
- Designed Certificate of Completion forms for the graduates of membership courses.
- Ordered all office supplies, scheduled conference rooms, coordinated maintenance work, telephone work, floor reorganization, electrical needs and, trouble-shooting of personal computer problems. General office duties included extensive typing, filing, phones, photocopying, and 10 key.
- Supported 20 employees who reported to the Risk Management Manager.

EDUCATION: Quest High School, Hopland CA

Graduated June, 1985

CREDENTIALS: Certified Professional Virtual Assistant

Certified September 1999  
Re-certified May 2005

**SKILLS:** Type 115+ WPM with exceptional accuracy  
Solid systems & organizational skills  
Excellent verbal and written communication skills  
Extremely Internet savvy  
Detailed oriented  
Multi-tasker with demonstrated ability to work effectively in a team-oriented environment

**SOFTWARE/OTHER:**

Access (database management software)  
ACT! (database management software)  
Adobe Acrobat Pro  
Eudora Pro  
FileMaker Pro  
MS Excel  
MS PowerPoint  
MS Windows Professional 7.0  
MS Windows Vista Operating System  
MS Windows '98 Operating System  
MS Windows '97 Operating System  
MS Windows '95 Operating System  
MS Windows XP (Professional & Home)  
MS Windows NT Operating System  
MS Windows 3.1 Operating System  
MS Word  
Outlook  
Transcription Equipment  
Online systems – too many to name

Professional References Available Upon Request