

DANIEL LONG

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CAREER GOAL: **Student Aide**

HIGHLIGHTS OF SKILLS & QUALIFICATIONS

Twelve years' experience as a consummate professional with a strong commitment to providing top-level executive support. Strengths in organization and coordination and ability to manage and prioritize projects. Superior technical computer skills. Highly effective oral, written and interpersonal communication capabilities. Self-starter requiring minimal supervision. Consistently focused on accuracy, details, deadlines and confidentiality.

Executive Expertise includes:

- Managing personal and professional affairs, including staff, budgets, expenses and special projects
- Top-level strategic, planning and implementation capabilities
- Public, media, board and governmental relations
- Special event planning and production
- Coordinating domestic and international meetings via video, teleconferences and in person
- Extensive calendaring, scheduling and travel and conference arrangements

COMPUTER SKILLS

- All versions of Microsoft Windows
- All versions of Microsoft Office: Word / Excel / PowerPoint
- Quicken / QuickBooks
- Installations / troubleshooting of hardware and software

HEALTH SERVICES SUPPORT

2010 - 2011

Front Desk Assistance (Student Aide), Student Health Services of City College of San Francisco, San Francisco

Accomplishments:

- Part-time front desk assistance making appointments, handling multiple phone lines and walk-in clients, performed basic triage, and assisted with emergency calls.

VOLUNTEER SUPPORT

2009 - 2010

Medicare Counselor, Health Insurance Counseling and Advocacy Project (HICAP), San Francisco

Accomplishments:

- Independently assisted numerous clients navigate Medicare rules and regulations, and create packages to the clients' individual optimum benefit.
- Assist clients in appealing Medicare benefit denials or reductions.

LEGAL EXECUTIVE SUPPORT

2000 - 2007

Secretary to the Office of the General Counsel - Sheppard, Mullin, Richter & Hampton, San Francisco

Legal Assistant - Miller, Brown & Dannis, San Francisco

Legal Assistant - Pillsbury & Levinson, San Francisco

Accomplishments:

- Coordinating work flow among twelve attorneys ensuring timely execution to meet mandatory deadlines.
- Drafting and finalizing correspondence, memos and legal documents.
- Maintaining highly confidential and sensitive files.
- Organizing and coordinating extensive national and international travel arrangements and meetings
- Coordinating a holiday party for 500 including staff and guests: selected site, negotiated contract, pricing and menu, selected, produced and mailed invitations and procured gifts for raffle.
- Maintaining expense reports, schedules and calendars.

Senior Engineering Systems Analyst - Space Systems Loral, Palo Alto
Technical Manager - Stanford University, Stanford
Supervisor Systems Administrators - IKOS Systems, Inc., San Jose

Accomplishments:

- Research and writing of extensive technical documentation for project plans and change implementations.
- Computer-network and end-user support.
- Liaison between clients and schools, and network engineers to translate technical requirements.
- Supervising three systems administrators and directing off-site systems administrators and remote staff.
- Oversight of all systems supporting 300 employees in 18 offices throughout seven countries.
- Extensive and ongoing contract negotiations with voice and data communications vendors.
- Supervisory involvement in business operations.

EDUCATION

City College of San Francisco, San Francisco – major: Nursing