

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

I've gained over six years of experience as an Administrative Assistant. Throughout my experience, I've achieved multiple successes, such as cutting labor expenses and saving time on event planning. I have also increased guest and caller satisfaction by 20% in my previous work experience.

Experience

Administrative Assistant - NYC Department of Social Services

MONTH YEAR - Present

- Escorted visitors to designated meeting points while recording them and providing visitor badges. I ensured that each incomer carried their identification.
- Triaged complaints, received phone calls, and routed them to the appropriate employee. I used a professional voice while responding to all callers resulting in high positive survey ratings.
- Provided appropriate information to inquiring callers and incomers.
- Compiled spreadsheets, presentations, documents, reports, memos, and correspondence to assist the commissioner.
- Complied with administrative duties ranging from copying, scanning, faxing, and distributing external and internal mail and other documents.

Administrative Assistant - Robert Half/ Location

MONTH YEAR – MONTH YEAR

- As the first point of contact, greeted and handled visitors with their requests or inquiries. Connected them with the appropriate party and directed them to the scheduled meeting points.
- Supported employees with projects such as trip preparation and event organization. Assisted by creating spreadsheets and documents outlining expenditures.
- Responded to incoming and made outgoing calls to the necessary parties. Scheduled multiple appointments and maintained a strict record of each through a concise spreadsheet system.
- Navigated through paperwork by faxing, filing, copying, and scanning documents and allocating them to the appropriate department.
- Created presentations for several departments for several purposes, such as budgetary plans or onboarding recruits.

Project Experience

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Education

Bachelor of Science in Business - New York University Stern

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Microsoft Office
- Google Calendar
- Slack
- Organization
- Knowledge of Content Management Systems

Licenses & Accreditations

Licenses Licenses & Accreditations

- Administrative Assistant Certificate from the University of North Georgia
- Certified Administrative Professional (CAP)