

NAME

TITLE

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

Profile

I offer seven years of experience in the business administration field. I'm highly knowledgeable about modern software tools for office efficiency. My customer service skills have boosted successful client communications. I also bring leadership quality and training ability to retain recruits.

Experience

Office Assistant - University of Utah / Location

MONTH YEAR - Present

- Responded to student and parent inquiries and requests. Scheduled appointments for clients and reduced the wait time by over 15%.
- Kept a record of all office equipment and communicated with the maintenance department regarding any changes needed. Collaborated with the finance department and maintained an annual budget cost of new tools at \$3,500.
- Negotiated with complaining clients and provided exceptional customer service to de-escalate situations.
- Managed the office calendar and scheduled a monthly meeting for all corresponding departments. Plus, Organized virtual meetings. Staff-wide conferences consisted of over 100 employees.
- Saved the company over \$5,000 on contracted human expenses by developing an organized filing system.

Executive Assistant - Burston Real Estate / Location

MONTH YEAR – MONTH YEAR

- Tracked and managed client invoices and payments and assisted tenants during payment.
- Provided training to 20 administrative assistant recruits in the department. I facilitated the training process by providing trainees with hands-on tasks such as managing paperwork and assisting employees and clients.
- Created a new interactive filing system, which decreased and optimized the file retrieval process by over 20%. I communicated with all departments to develop a central database for all files.
- Based on the feedback surveys, received a 5-star rating for customer service to tenants.
- Scheduled open houses, departmental meetings, office events, fairs, and trips through an efficient cloud-based system. The system reduced scheduling time by over 20%.

Project Experience

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Education

Bachelor of Science in Business Administration -

David Eccles School of Business at the University of Utah

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Organization
- Leadership
- Customer Service
- Microsoft Suite
- Database Management

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Administrative Professional (CAP)