

NAME

TITLE

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Profile

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Experience

Office Manager - Northwestern Mutual/ Milwaukee, Wisconsin

December 2020 – Current

- Conducted over 50 meetings with the senior executive to address issues on standard operating procedures, employee retention, and financial compliance processes
- Facilitated monthly training sessions for 20 new hires and 12 technical training programs for existing employees
- Improved the scheduling hours of 23 front-end staff, resulting in a 15% increase in efficiency
- Led a team of 11 administrative specialists in organizing onboarding events for new major clients
- Collaborated with fellow managers in presenting proposals to the chief financial officer regarding the annual budget for 2020

Administrative Specialist - Stanford University/ Stanford, California

February 2018 – December 2020

- Responded to an average of 100 student inquiries per day through emails, telephone calls, and office visits
- Organized 15 meetings with the university's faculty, staff, and trustees regarding curriculum adjustments and enhanced school policies
- Introduced the use of online surveys and Excel spreadsheets in gathering and recording student feedback, saving 8 hours per week
- Scheduled and facilitated safety training sessions for 200 university personnel and sent weekly reminders resulting in 98% attendance
- Kept track of administrative supplies by conducting inventory counts and monitoring expenditures

Project Experience

- **University Data Migration Project (2019):** Assisted in transferring student information, faculty records, and other pertinent data to an upgraded database management system
- **Student Mental Health Assessment (2019):** Conducted surveys and interpreted results to assess and address students' mental health concerns
- **Stanford University Accreditation Preparation (2019):** Prepared documents, scheduled meetings, and organized site visits for the university's accreditation

Education

Master of Business Administration - Florida State University

2016–2018

- GPA: LIST
- AWARD
- AWARD

Bachelor of Arts in Communication- University of South Florida

2013–2016

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Interpersonal communication
- Networking and scheduling
- Financial reporting
- Event planning
- Core proficiency in Microsoft Office Suite

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Administrative Professional, International Association of Administrative Professionals (2020)
- Certified Associate in Project Management, Project Management Institute (2020)
- Microsoft Office Specialist, Certiport (2020)