

# Your Name

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City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn

## Profile

- Proactive and detail-oriented administrative assistant with over eight years of experience in dynamic office environments. Demonstrated success in optimizing office efficiency, overseeing procurement processes, and ensuring financial accuracy. Microsoft Office specialist with a track record of supporting front offices in both postsecondary and innovative educational settings.

## Education

- Bachelor of Arts (B.A.) Business Administration | TEXAS COLLEGE, Tyler, TX | September 2011 – June 2015

## Certifications

- Certified Administrative Professional, IAAP, 2020
- Microsoft Office Specialist, Microsoft, 2018

## Key Skills

- Customer service
- Data entry
- Google Workspace
- Organization
- Team collaboration
- Time management

## Professional Experience

### **ADMINISTRATIVE ASSISTANT | ALTITUDE LEARNING, FRISCO, TX | MAY 2018 – PRESENT**

- Spend 50% of work hours actively participating in classrooms, providing valuable support to teachers and assisting with daily routines
- Leverage organizational skills to balance administrative tasks, including scheduling, managing inquiries, and handling paperwork
- Answer 80 calls daily, achieving and maintaining a 95% customer satisfaction rate
- Adapt to dynamic student-parent situations, collaborating with teachers and staff for the overall success of school operations
- Onboarded 12 new staff members, providing training on office procedures and protocols
- Maintain confidentiality of sensitive information for a secure and compliant environment

### **ADMINISTRATIVE ASSISTANT | UNIVERSITY OF TEXAS DALLAS, RICHARDSON, TX | AUGUST 2015 – APRIL 2018**

- Utilized procurement software to prepare, review, submit, and receive purchase orders for the Jonsson School of Undergraduate Advising and external partners
- Carried out cost-effective supply management strategies, reducing office supply costs by \$5,000 in the second year
- Coordinated travel arrangements and prepared reimbursement vouchers for staff
- Improved access control processes, reducing processing time for daily eCATs by 18%, enhancing building security and efficiency