Your Name

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