






# Cheryl Nelson

## ADMINISTRATIVE ASSISTANT

 City, State Abbreviation zip code

 (123) 456-7890

 email@example.com | LinkedIn | Portfolio

Certified Administrative Professional with three years of experience performing office duties. Currently an intern at Fidelity Investments who manages complex schedules and administrative tasks for senior staff. Proficient in Google Workspace, Salesforce, and SharePoint. Driven to improve office processes and productivity through automated scheduling tools.

## PROFESSIONAL EXPERIENCE

### Administrative Assistant Intern | May 2023 - present

Fidelity Investments, Boston, MA

- Manage the reception area, greet visitors, and respond to telephone and in-person inquiries
- Provide administrative support to a team of 10 senior staff in organizing schedules, meetings, and all communications
- Prepare necessary documentation and reports for quarterly financial audits
- Improved retrieval times by 30% with the digitization of nearly 3,000 client documents

### Receptionist | March 2021 - April 2023

Porsche Smith, Cambridge, MA

- Greeted customers with a warm, professional welcome when they came into the dealership
- Managed telephone lines, answering or redirecting an average of 50 calls per day
- Handled appointment scheduling for a team of 11 sales representatives and acted as liaison by providing timely information to customers
- Executed daily data entry in compliance with dealership policies and procedures

## EDUCATION

### Associate of Science (A.S.) in Business Administration

Fisher College, Boston, MA

June 2023

## KEY SKILLS

Customer service

Document management

Event coordination

Initiative

Professional communication

Scheduling and calendar management

## CERTIFICATIONS

Certified Administrative Professional,  
International Association of Administrative  
Professionals, June 2024