





AMY HERNANDEZ


Senior Office Administrator


A highly proficient and dependable office administrator with a proven track record in administrative support, customer interaction, and inventory management. Skilled at coordinating office operations and improving efficiency, plus a demonstrated excellence in Microsoft Office Suite, with professional certifications from IAAP, Microsoft, and Professional Business Associates.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Miami, FL 12345

EDUCATION

Bachelor's Degree in Business Administration | California State University, Long Beach, CA | September 2016 – May 2018

Associate Degree in Business Administration | Community College of Philadelphia, Philadelphia, PA | September 2014 – May 2016

SKILLS

- Administrative support
- Communications
- Customer relations
- Inventory management
- Office management systems and procedures

PROFESSIONAL EXPERIENCE

Senior Office Administrator | February 2021 – present

Microsoft Corporation, Redmond, WA

- Successfully handle the coordination of office activities, including meetings, employee communications, and schedules, leading to an increase in office productivity by 15%
- Consistently offer top-notch customer service as the first point of contact for clients, resulting in an improvement in client satisfaction scores by 20%
- Streamlined the office supply inventory system that yielded a 10% savings in supply expenses

Office Assistant | June 2018 – January 2021

Apple Inc., Cupertino, CA

- Became an integral part of the administrative team by efficiently executing tasks such as typing, copying, faxing, and organizing files
- Improved customer interaction through effective reception duties, including greeting visitors, taking messages, and handling queries
- Managed inventory effectively by keeping a check on stock levels and placing orders when necessary, ensuring that stationery and equipment were always available

CERTIFICATIONS

- Certified Administrative Professional (CAP), International Association of Administrative Professionals (IAAP), 2022
- Microsoft Office Specialist (MOS), Microsoft, 2021
- Certified Professional Secretary (CPS), Professional Business Associates (PBA), 2020