

Administrative Assistant

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Summary

Detail-oriented administrative assistant with six years supporting multi-manager departments, fluent in Microsoft 365 and Concur, known for protecting executive calendars and turning chaotic inboxes into reliable workflows.

Experience

Administrative Assistant, Crossroads Business Group

2021 – Present

City, ST

- Maintained calendars for five department managers, scheduling 40-plus meetings weekly with zero double-bookings across a 14-month stretch.
- Booked domestic and international travel for 12 staff through Concur, trimming average itinerary cost 11% by comparing fare classes.
- Screened and routed roughly 90 inbound calls daily, resolving 60% at first contact without escalation to managers.
- Reconciled monthly expense reports totaling \$48,000, flagging 23 policy exceptions before they reached finance.
- Built a shared SharePoint document library that cut file-retrieval time for the team from minutes to under 30 seconds.
- Processed 150-plus purchase orders per quarter and negotiated a 7% discount with a recurring office-supplies vendor.
- Coordinated logistics for two 80-person all-hands events, managing catering, AV, and room setup within a \$6,000 budget.

Office Administrative Clerk, Northgate Insurance Partners

2019 – 2021

City, ST

- Drafted and formatted 30-plus client letters and memos weekly in Word, holding a sub-1% return-for-correction rate.
- Digitized 4,200 paper client files into the records system over four months, eliminating a full storage room.
- Answered a four-line phone system and greeted an average of 25 visitors a day with consistent professionalism.
- Tracked office inventory and reordered supplies on a budget that stayed under target every month for two years.
- Prepared meeting agendas and circulated minutes within two hours, keeping six recurring committees on schedule.
- Cross-trained two new hires on the filing and mail-distribution procedures during their first onboarding week.

Education

Associate of Applied Science in Office Administration

2017 – 2019

Community College — City, ST

Certifications & Licenses

Microsoft Office Specialist (MOS)

Skills

Microsoft Outlook · Microsoft Excel · Calendar management · Travel coordination · Concur expense reporting · Phone and reception · Document formatting · SharePoint · Meeting coordination · Purchase orders · Data entry accuracy · Event logistics