



Resume of Applicant #201034

Summary

Detail-oriented administrative professional with 5+ years of experience in office coordination, scheduling, and document management. Adept at handling correspondence, organizing meetings, and maintaining accurate records to support smooth daily operations. Strong ability to communicate with stakeholders and executives, ensuring efficiency in workflow and task management. Proven track record of providing excellent customer service, managing confidential information, and utilizing office software to streamline administrative functions.

Core Proficiencies

- **Office Management & Coordination**
- Active Listening
- Communication & Stakeholder Collaboration
- **Asana**
- Data Entry & Record Keeping
- Process Optimization & Documentation
- **Office Administration & Schedule Management**
- **Contracting documents**
- **Managed high-volume inbound calls daily, in fast-paced environments with professionalism and accuracy**
- SharePoint & Document Management
- Event Coordination & Logistics
- **Microsoft Office Suite**
- **Attention to Detail & Problem-Solving**
- Customer Service & Client Relations
- **Salesforce**
- **Excellent verbal and written communication**
- **Working Remote Experience**

Professional Experience

Legal Services of New Jersey

11/2025 to 02/2026 Administrative Assistant

Front Desk Support: I Serve as the main point of contact for visitors and clients, ensuring a welcoming and professional environment.

- ❖ **Customer Service:** Provide exceptional customer service through phone, email, and face-to-face interactions, including reaching out to clients proactively.
- ❖ **Administrative Support:** Assist multiple departments/units with various tasks, ensuring smooth operational workflows.
- ❖ **Scheduling/Coordination:** Perform light calendar management and coordinate phone calls and appointments across teams and departments.
- ❖ **Technology Proficiency:** Utilize Microsoft Outlook and Zoom to schedule meetings, manage communication, and collaborate effectively.
- ❖ **Team Collaboration:** Support supervisors and other team members in day-to-day operations as well as project-specific tasks.
- ❖ **Multitasking:** Pivot between priorities efficiently, ensuring all tasks meet time-sensitive deadlines.
- ❖ **Appointment Follow-Up:** Keep track of appointments and ensure proper follow-up and communication.

KEA Engineers

07/2025 to 09/2025 Administrative Assistant

I Served as front desk and administrative support, responsible for greeting visitors, answering phones, and assisting with daily office operations. Managed office supplies restocked the kitchen and handled mailings including client invoices. Provided administrative assistance to the accountant, supporting invoices and other financial tasks. Utilized software tools such as Microsoft 365, Teams, Katana OX, Purely HR, and Hub spot to ensure smooth office work.

- ❖ **Front desk meeting and greeting engineers and guests.**
- ❖ **Answering phones inbound calls.**
- ❖ **Helping with office operations.**
- ❖ **Ordering office supplies.**
- ❖ **Mailing out invoices for clients.**
- ❖ **Assisting with client invoices.**
- ❖ **Assisting the accountant with administrative tasks.**
- ❖ **Utilizing software tools such as Microsoft 365, Microsoft Teams, Katana OX customer resource center, Purely HR, and Hub-spot.**

NYSERDA

09/2024 to 11/2024

Administrative Coordinator

As an Administrative Coordinator, I bridged the gap between technical teams and business stakeholders by creating clear, user-focused documentation and gathering requirements to inform strategic decisions. I ensured project success through precise communication, process analysis, and actionable recommendations.

- **Coordinate and schedule meetings with stakeholders and subject matter experts (SMEs).**
- **Manage documentation and records for internal operations.**
- **Assist in streamlining office workflows and improving communication.**
- **Provide administrative support to ensure smooth office operations utilizing CRM and project management tools such as Asana.**
- **Improved CI/CD deployment success by identifying and resolving documentation gaps through UAT testing in JIRA and Salesforce.**

Johnson & Johnson

06/2023 to 12/2023

Administrative Specialist

As an Administrative Specialist, I crafted clear, concise documentation to support technical processes and products, ensuring accessibility for diverse audiences. **I collaborated with cross-functional teams to simplify complex concepts, improving user experience and streamlining communication.**

- Organized and maintained company Standard Operating Procedures (SOPs) and internal records.
- Scheduled and coordinated meetings with leadership teams and SMEs.
- **Managed communication between departments, ensuring timely information flow.**
- **Assisted in onboarding and training documentation for new hires.**

Hudson Retail

12/2022 to 04/2023

Office Administrator

As an Office Administrator I developed and maintained clear, concise documentation, including SOPs, Work Instructions, and training materials, ensuring usability and compliance. **By collaborating with SMEs and cross-functional teams, I streamlined processes and enhanced operational efficiency.**

- **Developed and distributed user guides and training materials, improving team productivity.**
- **Organized and conducted online training sessions, enhancing employee engagement and skill acquisition.**
- **Produced accurate documentation using Microsoft Word, Excel, and Visio, streamlining team workflows and improving collaboration.**
- **Collaborated with SMEs to gather vital information, ensuring documentation met operational needs and supported project success.**
- **Developed and delivered online training sessions via SharePoint, reducing onboarding time and increasing employee efficiency.**

The Partnership for Maternal and Child Health

06/2021 to 12/2022

Program Analyst

As a Program Analyst, I supported program management by analyzing data, developing reports, and providing actionable insights to drive strategic decision-making. **I collaborated with cross-functional teams to improve processes, optimize performance, and ensure alignment with organizational goals.**

- **Provided data analysis and reporting to inform strategic program decisions.**
- **Organized and supported K-12 programs, fostering student engagement and community outreach.**
- **Resolved program challenges through in-depth analysis, providing actionable insights that improved decision-making and program outcomes.**
- **Conducted quality assurance, ensuring compliance and generating reports that drove process improvements and informed strategic decisions.**

As an Administrative Support Specialist, I provided technical support for electronic medical record systems, troubleshooting issues, training users, and ensuring seamless system integration to optimize healthcare workflows.

- Scheduled patient appointments and facilitated communication between departments.
- Processed documents, filed patient records, and managed billing inquiries.
- Assisted in front desk reception duties, including handling inquiries and coordinating services.

EDUCATIONS

William Paterson University
Bachelor of Science: Public Health (Education)

May 2021