

THEODORE ROOSEVELT

Washington, D.C. • 123-456-7890 • Roosevelt@gmail.com

ADMINISTRATIVE SPECIALIST

ADMINISTRATIVE SUPPORT • BUSINESS OPERATIONS • CUSTOMER SERVICE

PROFILE

- 10+ years of administrative support experience in high-functioning organizations
 - Hands-on experience producing and managing information and coordinating services for diverse administrative and program support environments
 - Fosters collaborative working relationships with a wide range of stakeholders
 - Supports operations/business development, including customer relationship management
 - Outstanding technical proficiencies, strong planning, and problem-solving abilities
 - Cross-functional project management skills that support operational/ strategic goals
 - Excels in a fast-paced work environment with fluctuating priorities/ workload
 - Possess knowledge in the overall management and support of various service-centered programs
-

PROFESSIONAL EXPERIENCE

Children's National Hospital Center, Washington, D.C.

Administrative Specialist (40 hours/ week)

9/2021- Present

- Assist the Director with multiple projects, including database management, record keeping, and other office administrative functions.
- Interpret standard operating procedures (SOPs) and translate complex processes to assist staff.
- Formulate leadership presentations for monthly staff meetings.
- Arrange meetings, workshops, and courses for ~30 staff members; responsible for procurement/processing division-wide training via business credit card.
- Interact with management and project teams to implement and maintain new and existing administrative management resources, including business automation tools.
- Manage payment services/ delivery processes, ensuring appropriate use of organizational resources.
- Perform tasks related to property management; maintain accountability for personal property records for multiple custodial areas; adhere to guidance and counsel staff on various property transactions.
- Serve as backup for the Executive Coordinator as needed to support continuity of services.

MV, Incorporated, Hyattsville, MD

Administrative Coordinator (40 hours/ week)

8/2019- 9/2021

- Provided instruction, information, and assistance to staff, including new employee orientation and employee exits; facilitated onboarding/ clearance process for ~50 employees.
- Supported Project Managers and senior Business Unit leaders in the interpretation of contracts and agency supplemental requirements.
- Evaluated office processes consisting of numerous functions at varying levels of difficulty; recommended changes in practices and policies; and executed improvement activities.
- Partnered with staff and supported the receipt, decaling, and delivery of equipment to program areas.
- Participated in equipment inventory exercises and reported findings to the property custodian and the Inventory Management Officer.
- Finalized documents, including accurate proofreading and graphics when applicable; assisted with

data organization, clarification, and presentation.

- Ordered supplies, maintained inventories, and arranged maintenance/ repair of office equipment.
- Maintained SOPs in support of specific organizational requirements.

Z-Best Worldwide, Incorporated, Glen Burnie, MD

Operations Manager (40 hours/ week)

4/2017-8/2019

- Interfaced with internal/ external customers; responsible for influencing positive employee morale and quality customer service.
- Assisted leadership with identifying and analyzing operational performance metrics for programs assigned; monitored and provided routine updates while identifying opportunities for improvement.
- Managed daily service requirements and client/ vendor relationships.
- Acted as the main point of contact for procurement and sourcing needs.
- Prepared various contract documents (e.g., Non-disclosure Agreements, Teaming Agreements, etc.) for leadership review and approval.
- Directed and managed cases of lost or damaged property; located misattributed property; acquired property and supplies based on organizational needs.

LSA Worldwide Transportation, Incorporated, Forestville, MD

Transportation Specialist (40 hours/ week)

3/2012- 4/2017

- Responded to fluctuating organizational and operational changes, often with minimal notice.
- Assigned trips to drivers to assure adequate disbursement of trips between designated routes.
- Supported the Dispatch Unit, including assigning work schedules; assisted management with employee selection and training.
- Compiled, reviewed, disseminated, and presented standard reports to management, ensuring compliance with identified timelines.
- Facilitated customer communication and coordinated the resolution of issues between principals; managed all transportation and logistics to accommodate customer expectations.
- Collected and managed customers' transportation-related information; safeguarded protected data per established operating policies and procedures.
- Monitored radio, telephone, and on-road service provision for quality; organized and prioritized activities; transacted activities that supported workplans.

SKILLS

MS Office: Outlook| Excel| Word| Publisher| PowerPoint| Visio

EDUCATION

University of the District of Columbia, Washington, D.C.
Bachelor of Science, 2016