

Madison Bridges

Intermediate Clerk

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STRENGTHS

-  **Records accuracy**
A careful review of reports and supporting files helped teams work from complete, reliable information.
-  **Workflow organization**
When priorities competed, structured tracking brought order to follow up and kept work moving.
-  **Customer service**
Clear communication and patient answers helped people find useful information without added confusion.
-  **Process improvement**
Small updates to guidance and tracking made recurring office work more consistent for colleagues.
-  **Stakeholder coordination**
Cross team updates created shared visibility, and partners knew where decisions and next steps stood.

SKILLS

- Record management
- Customer service Organization
- Accuracy Clerical support
- File retrieval Public information
- Payment processing
- Office operations Reporting
- Documentation
- Process improvement
- Stakeholder management
- Analytics Project delivery

SUMMARY

Experienced clerk with a practical record of organizing reports, records, statements, **applications**, permits, and **related documents** through structured office procedures. Maintains accurate files, retrieves information efficiently, and supports clear communication with customers, business partners, technology teams, and operational groups. Uses reporting, analytics, documentation, and process reviews to identify risks, improve workflow consistency, and support sound operational decisions. Handles competing priorities with care, follows established review steps, and keeps information complete and current. Experience includes payment support, **public information** service, stakeholder coordination, governance documentation, and executive updates. Brings a steady service mindset, strong organization, and respect for accurate records. Ready to contribute dependable administrative support, responsive customer service, and orderly **office operations** in a public service setting.

EXPERIENCE

Intermediate Clerk, Administrative Operations

Civic Administration Services  January 2022 - Present  Chicago, IL

- Supports administrative operations through organized reporting, documentation, stakeholder coordination, workflow reviews, and governance practices. Manages priorities across business partners, technology teams, and operational groups while preparing planning materials and executive updates. Work improves record consistency, decision support, and dependable service delivery.
- Organized business priorities through structured tracking, giving stakeholders clearer delivery visibility.
 - Built **reporting** processes and maintained documentation for operational decisions and planning.
 - Reviewed **records** and **analytics** for risks, opportunities, and workflow improvement areas.
 - Coordinated communications across business partners, technology teams, and operational groups.
 - Updated process guidance and tracking methods, improving consistency across recurring office work.
 - Prepared analysis, planning materials, and executive updates for strategic initiatives.
 - Supported document reviews for **completeness**, **accuracy**, and timely operational follow through.
 - Maintained organized **files** and retrieved information for planning and stakeholder requests.

PROJECTS

Administrative Records Workflow 2024

- Improved document tracking through structured reviews, clearer reporting, and organized file practices. Work supported accurate records and smoother office coordination.
- #### Operational Reporting Process 2023
- Created practical reporting steps for recurring decisions and planning updates. Project connected analytics with clearer priorities for operational partners.

LEADERSHIP & AWARDS

- Recognized by operational partners for dependable documentation and clear status reporting.
- Commended for bringing structure to competing priorities and recurring administrative workflows.
- Selected to prepare planning materials and executive updates for strategic initiatives.

EDUCATION

Bachelor's Degree in Business Administration

University of Illinois  GPA: 3.5  2021  Chicago, IL

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



● Intermediate Clerk,
Administrative Operations at
Civic Administration Services
(4.7 Years)

Coursework: Business communication, operations management, records administration, data analysis

CERTIFICATIONS

- Relevant Professional Certification Training 📅 2024
- Records Administration Training 📅 2024

TECHNICAL SKILLS

- **Records Processing:** Reports, statements, applications
- **Permit Administration:** Permits, forms, document review
- **File Management:** File maintenance, retrieval, indexing
- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Reporting Tools:** Operational reports, status reports, planning reports
- **Data Review:** Completeness checks, accuracy checks, structured reviews
- **Payment Support:** Payment processing, transaction records, receipt tracking
- **Communication Tools:** Email, meeting notes, executive updates
- **Workflow Methods:** Process tracking, priority tracking, procedure documentation
- **Analytics Methods:** Risk review, opportunity review, trend analysis
- **Governance Records:** Governance documentation, decision logs, control records
- **Customer Service Systems:** Public inquiries, information requests, service follow up

PROFESSIONAL AFFILIATIONS

- Administrative professionals network participant, sharing practical records and workflow practices.
- Community service volunteer, supporting organized information handling and responsive public assistance.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST