

Madison Bridges

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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 January 2022 - Present
Civic Administration Services *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 2021
University of Illinois GPA: 3.5 *Chicago, IL*
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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST