

STRENGTHS

-  **Records accuracy**
Kept process controls current during recurring office work. Colleagues often sought help when records needed a careful second review.
-  **Process improvement**
Improved documentation and reporting workflows through practical changes. Small adjustments made daily administrative work easier for teams.
-  **Analytical review**
Reviewed information before decisions moved forward. A focused check often clarified issues that were easy to miss at first.
-  **Stakeholder communication**
Shared findings in clear language during issue resolution. Teams gained useful context without unnecessary back and forth.
-  **Operational organization**
Kept competing office needs in order through established procedures. That steady structure helped work continue during busy periods.

SKILLS

- Office administration

Documentation

Records management

Process monitoring

Quality reviews

Operational analysis

Process improvement

Stakeholder communication

Clerical support Reporting

Data accuracy

Established procedures

SUMMARY

Experienced **office administration** professional with five years supporting **accurate documentation**, records management, process monitoring, quality reviews, and **operational improvements**. Work has centered on keeping information dependable, applying established procedures, and helping stakeholders make sound operational decisions. Daily responsibilities have included preparing reports, reviewing records, analyzing information, maintaining process controls, and improving **technology enabled workflows**. Collaboration with teams has helped resolve issues, clarify findings, and keep administrative work moving with fewer errors. A Bachelor's Degree supports practical analytical and organizational judgment. This background offers a steady, service focused approach for office operations that depend on clear communication, reliable records, careful review, and consistent follow through.

EXPERIENCE

Office Administration Specialist

Northstar Operations Group

 January 2024 - Present

 Chicago, IL

- Manage office administration activities, documentation standards, reporting workflows, records, process controls, and stakeholder coordination. Support **quality reviews** and operational improvements across established office procedures.
- Managed **office administration** procedures and quality standards for dependable daily operations.
 - Improved documentation workflows, giving teams clearer records and smoother reporting.
 - Analyzed operational information for decisions, with findings shared during stakeholder reviews.
 - Maintained **accurate records** and **process controls** across recurring administrative activities.
 - Collaborated with **stakeholders** to resolve issues and keep workflows moving.
 - Supported **continuous improvement** initiatives that strengthened consistency across office operations.

Professional Services Analyst

Northstar Operations Group

 January 2022 - December 2023

 Chicago, IL

- Supported daily operational requirements through reporting, documentation, information review, software use, stakeholder **communication**, and process improvement assistance. Helped teams maintain accurate records and apply established methods.
- Supported daily operational requirements through organized records and consistent administrative follow through.
 - Prepared **reports** and documentation that gave stakeholders clearer information for routine decisions.
 - Applied domain methods and **software tools** across recurring professional services workflows.
 - Reviewed information for accuracy before reports and records reached stakeholders.
 - Assisted **process improvement** efforts by identifying workflow issues and practical adjustments.
 - Communicated findings to stakeholders through concise reports and focused discussions.

PROJECTS

Administrative Records Review 2024

Created a structured review approach for office records, reporting inputs, and process controls. Work focused on accuracy, traceability, and dependable information for operational decisions.

Workflow Documentation Refresh 2023

Refined documentation and reporting workflows for recurring administrative work. Clearer records helped stakeholders locate information and follow established procedures with greater consistency.

LEADERSHIP & AWARDS

- Recognized by colleagues for dependable records maintenance and careful quality reviews.

Workflow support Organization

Business analysis

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Office Administration
Specialist at Northstar
Operations Group (2.7 Years)

● Professional Services
Analyst at Northstar Operations
Group (1.9 Years)

- Received team recognition for clear reporting and practical support during process improvements.
- Selected as a trusted resource for resolving routine documentation and workflow questions.

EDUCATION

Bachelor's Degree in Business Administration

University of Illinois Chicago 🎓 GPA: 3.5 📅 2021 📍 Chicago, IL

Coursework: Office administration, business analysis, records management, process improvement

CERTIFICATIONS

- Microsoft Office Specialist 📅 2022
- Records Management Certificate 📅 2023

TECHNICAL SKILLS

- **Office Software:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Documentation Systems:** Document control, file indexing, records tracking
- **Reporting Tools:** Operational reports, status reports, analysis summaries
- **Records Management:** Records retention, document filing, information retrieval
- **Quality Review Methods:** Accuracy checks, peer review, process audits
- **Process Improvement:** Workflow mapping, procedure updates, issue tracking
- **Communication Tools:** Email, meeting notes, stakeholder briefings
- **Administrative Systems:** Calendars, shared drives, electronic records
- **Data Analysis:** Information review, trend analysis, decision support
- **Office Procedures:** Clerical procedures, process controls, established workflows

PROFESSIONAL AFFILIATIONS

- Member, International Association of Administrative Professionals.
- Participant, Chicago professional services and office operations networking community.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST