

# Emma Reynolds

Office Clerical Assistant

## CONTACT

(617) 555-1234

emma.reynolds@email.com

Boston, MA

## EDUCATION

### Associate Degree in Business Administration

Bunker Hill Community College |  
Boston, MA | 2020

### Office Administration Certification

Boston Training Institute | 2021

## LANGUAGES

- Bilingual in English and Spanish, providing support to a diverse client base.

## PROFESSIONAL SUMMARY

Detail-oriented office clerical assistant with experience supporting administrative operations in fast-paced office environments. Skilled in data entry, scheduling, and document management. Adept at handling multiple tasks efficiently while maintaining accuracy and professionalism.

## EXPERIENCE

### Office Clerical Assistant

2021 - Now

#### Administrative Solutions Inc., Boston, MA

- Maintain electronic and paper filing systems for over 2,000 company records, ensuring quick retrieval and compliance with policies.
- Manage front desk operations by handling 50+ calls per day, greeting visitors, and directing inquiries to the appropriate departments.
- Schedule meetings, coordinate appointments, and send reminders to executives, reducing scheduling conflicts by 25%.
- Process incoming and outgoing mail, distribute interoffice memos, and coordinate package deliveries to ensure smooth communication within the office.

### Administrative Intern

2020 - 2021

#### Brighton Financial Services, Boston, MA

- Assisted with data entry by accurately inputting financial records into company databases, improving document organization and retrieval efficiency.
- Organized and maintained both digital and paper records, ensuring all files were updated and properly labeled for easy access.
- Answered client inquiries via phone and email, improving response efficiency by 20% and enhancing customer satisfaction.
- Supported office staff with supply management, ensuring necessary materials were stocked and available for daily operations.

## SKILLS

|                                               |       |
|-----------------------------------------------|-------|
| Data entry and record-keeping                 | ★★★★★ |
| Microsoft Office Suite (Word, Excel, Outlook) | ★★★★★ |
| Scheduling and calendar management            | ★★★★★ |
| Customer service and phone etiquette          | ★★★★★ |
| Filing and document organization              | ★★★★★ |
| Office supply inventory management            | ★★★★★ |
| Email correspondence                          | ★★★★★ |