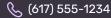
Emma Reynolds

Office Clerical Assistant



CONTACT



ma.reynolds@email.com

O Boston, MA



😭 EDUCATION

Associate Degree in Business Administration

Bunker Hill Community College Boston, MA 2020

Office Administration Certification

Boston Training Institute | 2021

ጃ 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	****