
Emily Richardson

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Office Assistant

Austin, TX

PROFESSIONAL SUMMARY

Organized and detail-oriented Office Assistant with over 4 years of experience supporting fast-paced office environments. Proven track record of streamlining administrative processes, reducing costs, and improving team efficiency. Adept at managing schedules, coordinating travel, and handling confidential correspondence.

EXPERIENCE

Office Assistant

2022 - Present

Pinnacle Business Services

- Reduced office supply costs by 18% annually by implementing a vendor bidding process and inventory tracking system.
- Coordinated travel arrangements for 15+ executives, achieving 100% on-time booking and \$12K annual savings via preferred vendors.
- Processed an average of 200 invoices per month with 99.8% accuracy, maintaining positive vendor relationships.
- Digitized 5 years of paper records, cutting retrieval time by 40% and freeing 30 sq ft of storage space.
- Scheduled and prepared meeting materials for 50+ weekly team meetings, ensuring zero scheduling conflicts.

Front Desk Coordinator

2019 - 2022

Summit Realty Group

- Greeted and directed an average of 80 visitors daily, maintaining a professional and welcoming reception area.
- Managed multi-line phone system, screening and routing 120+ calls per day with 95% first-call resolution.
- Developed a digital check-in process that reduced visitor wait times by 25%.
- Assisted in onboarding 20 new employees by preparing workstations, access badges, and orientation materials.
- Maintained office cleanliness and inventory, achieving a 98% satisfaction rating on internal office audits.

SKILLS

Core Skills: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace (Docs, Sheets, Calendar, Drive), Scheduling & Calendar Management, Travel Coordination & Booking, Invoice Processing & Expense Reports, Data Entry & Record Keeping, Customer Service & Front Desk Operations, Office Supply Management & Vendor Relations, Confidential Correspondence, Digital Filing & Document Digitization

EDUCATION

Associate of Applied Science in Office Administration

2018

Austin Community College