

Amina Patel

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SUMMARY

Detail-oriented and proactive recent graduate seeking an Entry Level Administrative Assistant position. Strong organizational skills complemented by experience in customer support and office management. Adept at using various office software and tools to enhance productivity.

EXPERIENCE

Administrative Intern

Jan 2023 - Present

ABC Corporation, Atlanta, GA

- Assisted in managing office schedules, improving appointment efficiency by 30%.
- Implemented a new filing system that reduced document retrieval time by 25%.
- Utilized Microsoft Office Suite to prepare reports and presentations for management.

Customer Service Representative

Jun 2021 - Dec 2022

XYZ Services, Atlanta, GA

- Resolved customer inquiries with a satisfaction rate of 95%, enhancing client retention.
- Maintained accurate records using CRM software, leading to a 15% increase in operational efficiency.
- Coordinated team schedules and events, ensuring seamless communication and execution.

Office Assistant (Part-time)

Sep 2019 - May 2021

Local Non-Profit, Atlanta, GA

- Provided administrative support to office staff, contributing to a 20% reduction in workload.
- Assisted in organizing fundraising events, raising over \$5,000 for community programs.
- Handled incoming calls and emails, improving response times by 40%.

EDUCATION

Bachelor of Science in Business Administration

May 2021

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Microsoft Office Suite, Google Workspace, Data Entry, Email Management

Tools & Frameworks: CRM Software, Project Management Tools, Scheduling Software