

Samantha Turner

Administrative Assistant

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*PROFESSIONAL PROFILE

Seasoned Administrative Assistant with over 5 years of expertise in orchestrating office operations, streamlining processes, and liaising effectively with diverse stakeholders. Recognized for driving efficiency and optimizing team productivity.

* SKILLS

MS Office | Customer Service | Accounting functions | Customer Relationship Management | Negotiations | Travel Arrangements | Supply acquisitions | Data entry | Event Planning | Office Management

* EXPERIENCE

June 2020 -
Present

Goldman & Partners, New York City, NY Senior Administrative Assistant

Responsible for managing daily office operations, customer queries, time management, and keeping the everyday work in the office in line.

- Managed administrative tasks, including calendar coordination, travel logistics, and call vetting.
- Onboarded and processed documentation for 25 new team members.
- Organized meetings, drafted documents, emails, memos, and recorded meeting minutes.
- Engaged with staff across hierarchies, fostering a positive work environment.
- Championed staff growth by conducting training and mentoring new hires.
- Organized and updated daily files, records, and company protocols.
- Oversaw office supplies inventory, executed accounting tasks, and processed invoices.

April 2018 -
May 2020

Robertson Corp., New York City, NY Administrative Support

Liable for administrative support for streamlining smooth office operations.

- Managed the appointment schedules, meetings and reserving meeting rooms for uninterrupted agenda's
- Arranged business trips, prepared visa and passport applications assisting the management in their travels
- Checked invoices, prepared expense reports, order supplies and maintained inventory records, oversee documentations, files, paperwork and created

- organizational charts
- Optimized business process, reduced costs by 20% by conducting regular audits
- Enhanced customer service by immediate follow ups, pro-actively addressing service issues to avert future complications

*** EDUCATION**

2018

City University of New York, New York City, NY

Bachelor of Business Administration

Acquired a GPA of 3.8/5 | Orientation Leader | Sports Club Leader | Active participant and volunteer in all college events

*** CERTIFICATIONS**

- Certified Administrative Professional (CAP)
- Microsoft Office Specialist (MOS)

*** LANGUAGES**

English

(Full professional proficiency),

Mandarin Chinese

(Limited working proficiency)

*** HONORS**

- Employee of the Month, Goldman & Partners, November 2021
- Excellence in Customer Service Award, Robertson Corp., December 2019

*** PROFESSIONAL AFFILIATIONS**

- Elite Member, International Association of Administrative Professionals (IAAP)
- Active Participant, American Society of Administrative Professionals (ASAP)

*** AREAS OF INTEREST**

- Contemporary Literature
- Digital Organizational Tools
- Community Volunteering