

# Natalie Rodriguez

*Office Manager*

Phone: (555) 847-2931

Address: Denver, CO

Website: <https://linkedin.com/in/natalierodriguez>

Email: [natalie.rodriguez@email.com](mailto:natalie.rodriguez@email.com)

- Office Manager with 7+ years streamlining operations for mid-size companies ranging from 40-120 employees across technology and professional services sectors
- Reduced operational costs by 28% while implementing digital workflow systems that saved 20 hours weekly in administrative tasks
- Successfully managed hybrid office operations during company transitions, coordinating equipment deployment to 45 remote employees with 98% satisfaction rate
- Expert in budget oversight with proven track record of managing \$150K+ annual operational budgets while negotiating vendor contracts that saved \$25,000 annually

## WORK EXPERIENCE

### TechForward Solutions

March 2021 - Present

*Office Manager*

- Managed hybrid office operations for 85-person software development company, reducing average response time to employee requests from 4 hours to 45 minutes
- Negotiated contracts with 12 vendors to reduce supply and service costs by \$18,000 annually while improving service quality standards
- Coordinated complex calendars for 6 executives across 3 time zones, achieving 99% meeting efficiency with zero scheduling conflicts over 30 months
- Implemented Envoy visitor management system and Office 365 workflow automation, reducing front desk processing time by 60%
- Led office relocation project for 85 employees, completing move 10 days ahead of schedule and \$5,000 under budget
- Managed annual operational budget of \$175,000, consistently staying within 2% of allocated funds while expanding office capacity by 25%

### Mountain Peak Consulting

June 2018 - February 2021

*Administrative Operations Coordinator*

- Coordinated office operations for 45-person management consulting firm, supporting 8 partners and 37 consultants
- Developed comprehensive office procedures manual adopted company-wide, reducing new employee onboarding time by 40%
- Managed multi-line phone system and client communications, maintaining 96% first-call resolution rate
- Organized quarterly client events for 150+ attendees, managing logistics, catering, and vendor coordination within \$15,000 budgets
- Implemented digital filing system that reduced document retrieval time by 75% and eliminated paper storage costs of \$3,000 annually

### Denver Legal Associates

August 2016 - May 2018

*Administrative Assistant*

- Supported 12 attorneys in fast-paced legal environment, managing case files and court scheduling for 200+ active cases
- Maintained confidential client information in compliance with legal industry standards and firm protocols
- Coordinated travel arrangements and expense reporting for partners, processing \$50,000+ in monthly travel expenses
- Managed reception duties for high-volume law firm, handling 100+ daily calls and client interactions

## SKILLS

**Office Technology:** Microsoft Office Suite (Advanced Excel including VLOOKUPs and pivot tables), Google Workspace Administration, Office 365 Administration, SharePoint Management

**Communication Platforms:** Slack, Microsoft Teams, Zoom (including Webinar hosting for 200+ participants), Cisco Phone Systems

**Operations Software:** Concur Expense Management, ADP Workforce Now, Envoy Visitor Management, ServiceNow IT Service Management

**Financial Systems:** QuickBooks Pro, SAP Concur, Purchase Order processing systems, Budget tracking and reporting

**Project Management:** Asana, Monday.com, Basic Project Coordination, Event Planning and Logistics

## EDUCATION

### University of Colorado Denver

Graduated: May 2016

Bachelor of Science in Business Administration

Relevant Coursework: Project Management, Business Communications, Organizational Behavior, Financial Accounting

Activities: Business Students Association Secretary - Coordinated 12 campus networking events

## CERTIFICATIONS

### Certified Administrative Professional (CAP)

2023

International Association of Administrative Professionals

### Microsoft Office Specialist - Excel Expert

2022

Microsoft

### QuickBooks ProAdvisor Certification

2021

QuickBooks

### Google Workspace Administrator

2021

Google

## HONORS

### Excellence in Operations Award

2023

TechForward Solutions

Recognized for implementing cost-saving initiatives that reduced operational expenses by 28% while maintaining service quality

### Employee of the Quarter

Q4 2019

Mountain Peak Consulting

Honored for successfully coordinating office move and digital transformation project with zero downtime

### Team Collaboration Award

2017

Denver Legal Associates

Acknowledged for exceptional support during high-profile case requiring 24/7 coordination across multiple departments

*RELEVANT PUBLICATIONS & DOCUMENTATION*

**Complete Office Operations Manual** 2022  
Created comprehensive 75-page guide covering all administrative procedures, adopted as company standard at TechForward Solutions

**Monthly Company Newsletter** 2021-2024  
Editor and primary contributor for internal communications reaching 85 employees, 36 issues

**Remote Work Setup Guide** 2021  
Developed detailed documentation for home office equipment deployment and troubleshooting, used for 45 remote employee setups