

# CEOLA KLAU

Administration Manager

[ceola.klau@gmail.com](mailto:ceola.klau@gmail.com)

(497) 248-2600

123 Oak Street, Springfield, IL 62704



## PROFILE

Dedicated Administration Manager with 5 years of experience in overseeing daily operations, managing budgets, and supervising staff. Adept at implementing organizational policies, optimizing processes, and ensuring efficient workflow. Strong communication and problem-solving skills with a proven ability to enhance productivity and drive business growth.

## LINKS

[linkedin.com/in/ceolaklau](https://www.linkedin.com/in/ceolaklau)

## SKILLS

QuickBooks

Microsoft Excel

Time Management

Conflict Resolution

Salesforce CRM

Budgeting

Team Leadership

## LANGUAGES

English

Mandarin

## HOBBIES

Organizing community events

Scrapbooking and crafting

Gardening and landscaping

## EMPLOYMENT HISTORY

### ● Administration Manager at IBM Corporation, IL

Apr 2023 - Present

- Successfully managed a team of 30 administrative staff, resulting in a 20% increase in overall efficiency and a 15% reduction in operational costs within the first year.
- Implemented a new document management system, streamlining the workflow process and reducing the time spent on document retrieval by 25%.
- Led the transition to a new office space for over 500 employees, completing the move within a tight three-month deadline while maintaining minimal disruption to daily operations.
- Developed and executed a comprehensive training program for administrative staff, leading to a 10% improvement in employee performance metrics and a 5% increase in overall job satisfaction.

### ● Assistant Administration Manager at Walgreens Boots Alliance, IL

Aug 2018 - Mar 2023

- Successfully reduced operational costs by 15% through streamlining administrative processes and implementing cost-effective solutions, resulting in annual savings of over \$100,000 for Walgreens Boots Alliance, IL.
- Efficiently managed a team of 10 administrative staff, achieving a 20% increase in overall productivity and reducing employee turnover rate by 30% within one year through effective training, mentoring, and performance evaluations.
- Implemented a new inventory management system that improved accuracy by 25% and reduced stock discrepancies, leading to a 10% reduction in inventory holding costs and increased customer satisfaction.

## EDUCATION

### Bachelor of Business Administration in Management at University of Illinois at Urbana-Champaign, IL

Aug 2013 - May 2018

Relevant Coursework: Operations Management, Financial Accounting, Marketing Principles, Organizational Behavior, Business Law, Economics, Business Statistics, Human Resource Management, Strategic Management, and Business Ethics.

## CERTIFICATES

### Certified Administrative Professional (CAP)

Sep 2021