

Hermenia Zinner

Administrative Services Manager

Profile

Dedicated Administrative Services Manager with 5 years of experience in streamlining operations, improving productivity, and supervising administrative staff. Adept at implementing efficient processes, managing budgets, and ensuring compliance with company policies. Proven track record of delivering exceptional customer service and fostering a positive work environment. Excellent communication and organizational skills, with a strong ability to multitask and prioritize tasks effectively.

Employment History

Administrative Services Manager at KPMG, NY

Apr 2023 - Present

- Successfully streamlined office operations by implementing a centralized filing system, resulting in a 30% reduction in document retrieval time and a 20% improvement in overall office efficiency.
- Coordinated and executed the logistics for over 50 company-wide events, including meetings, trainings, and conferences, leading to a 15% increase in employee satisfaction and engagement ratings.
- Managed a team of administrative professionals, reducing departmental overhead by 10% through the strategic allocation of resources and the introduction of cost-effective solutions.

Assistant Administrative Services Manager at Deloitte, NY

Sep 2018 - Feb 2023

- Successfully implemented a new project management system, resulting in a 30% increase in efficiency and reducing project completion time by an average of 2 weeks per project.
- Streamlined the procurement process, saving the company \$500,000 annually through renegotiating vendor contracts and implementing cost-saving measures.
- Coordinated the relocation of the New York office to a new facility, overseeing a team of 8 and ensuring that the move was completed on schedule and within the \$1.5 million budget.
- Developed and executed a comprehensive training program for over 150 administrative staff members, leading to a 25% reduction in errors and a 20% increase in overall productivity.

Education

Bachelor of Business Administration in Management at Baruch College, City University of New York, NY

Aug 2014 - May 2018

Relevant Coursework: Business Strategy, Organizational Behavior, Operations Management, Financial Analysis, Marketing Principles, Human Resources, Project Management, and Business Ethics.

Certificates

Certified Administrative Professional (CAP)

Apr 2022

Details

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Links

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

Skills

Time-management

Budgeting

Record-keeping

Microsoft Office

Problem-solving

Communication

Organization

Languages

English

Mandarin

Hobbies

Organizing community events

Scrapbooking and crafting

Reading and participating in book clubs