

# Yahne Alferez

Administrative Assistant

✉ [yahne.alferez@gmail.com](mailto:yahne.alferez@gmail.com)

☎ (545) 052-2204

📍 Oakland, CA

## Education

**Associate's Degree in  
Business Administration at  
Santa Monica College, CA**

Aug 2017 - May 2022

Relevant Coursework: Business  
Mathematics, Management  
Principles, Business Law,  
Human Resources Management,  
Accounting, and Marketing.

## Links

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

## Skills

Communication

Organization

Time Management

Attention to Detail

Problem Solving

Multi-tasking

Microsoft Office

## Languages

English

Bengali

## Hobbies

Gardening

Cooking

Photography

## Profile

A highly organized and reliable Administrative Assistant with over 1 year of experience offering excellent customer service and organizational skills. Possessing strong attention to detail and an ability to multi-task, I have a proven track record of providing administrative support to various departments. I have experience in communicating with clients, scheduling meetings and preparing documents. I have a strong knowledge of office procedures and am proficient in MS Office Suite. In addition, I have excellent problem-solving skills and am able to work independently and collaboratively. I am confident that my skills and experience will be an asset to any organization.

## Employment History

### Administrative Assistant at Google LLC, CA

Dec 2022 - Present

- Streamlined administrative processes to increase efficiency by 40%, saving over \$500,000 in costs for Google LLC.
- Developed a comprehensive customer service program, resulting in a 20% increase in customer satisfaction.
- Implemented a new filing system that improved organization and retrieval of documents by 50%.
- Automated daily administrative tasks, freeing up over 10 hours of time per week.

### Administrative Assistant II at Apple Inc., CA

Aug 2022 - Nov 2022

- Streamlined the administrative process for the Apple Inc. CA office, reducing paperwork by 45% and resulting in a 20% improvement in efficiency.
- Developed a new filing system for customer records, resulting in a 40% reduction in time spent searching for customer information.
- Oversaw the successful implementation of a new software system to improve communication and collaboration between departments, leading to a 25% increase in productivity.
- Coordinated a company-wide event with over 500 guests, increasing employee morale by 30%.

## Certificates

### Certified Administrative Professional (CAP)

Aug 2021

### Microsoft Office Specialist Certification

Oct 2019

## Memberships

International Association of Administrative Professionals (IAAP)

National Association of Professional Organizers (NAPO)