

Catalaya Estanislao

General Assistant

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☎ (141) 505-6829

📍 1234 Desert Vista Road,
Albuquerque, NM 87110

Education

**Associate of Applied Science
in General Studies at Central
New Mexico Community
College, Albuquerque, NM**

Aug 2018 - May 2022

Relevant Coursework: English
Composition, College Algebra,
Introduction to Psychology,
Biology, Communication
Studies, Literature, U.S. History,
Sociology, Environmental
Science, and Critical Thinking.

Links

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

Skills

Time-management

Microsoft Excel

Google Calendar

Adobe Photoshop

QuickBooks

Social Media Management

Trello

Languages

English

Italian

Hobbies

Profile

Dedicated General Assistant with 1 year of experience providing exceptional support in various industries. Proficient in managing tasks, coordinating schedules, and handling administrative duties. Quick learner with strong communication skills and a proven ability to adapt to new environments. Committed to driving efficiency and contributing to team success.

Employment History

General Assistant at New Mexico Professional Services, NM

Mar 2023 - Present

- Successfully managed and coordinated over 150 client projects within a year, ensuring timely completion and a high satisfaction rate of 95% among clients.
- Streamlined internal communication processes, resulting in a 30% increase in team efficiency and reducing project completion times by an average of 20%.
- Implemented a new filing system that reduced document retrieval time by 50%, leading to improved productivity and organization within the office.

Assistant General Helper at Upland Corporation, NM

Aug 2022 - Feb 2023

- Successfully reduced operational costs by 15% through the implementation of new inventory management processes and efficient allocation of resources, resulting in annual savings of \$50,000 for Upland Corporation, NM.
- Streamlined workflow processes, increasing overall productivity by 20% and reducing turnaround time for tasks by 30%, enabling the team to complete projects ahead of schedule and exceed client expectations.
- Assisted in the development and launch of a new product line that generated an additional revenue of \$100,000 within the first year, contributing to a 10% increase in overall sales for Upland Corporation, NM.
- Played a key role in improving customer satisfaction ratings by 25% through timely resolution of issues, proactive communication, and implementation of feedback-driven process improvements, leading to a higher client retention rate.

Certificates

Certified Administrative Professional (CAP)

Jun 2022

**International Association of Administrative Professionals (IAAP)
Certification**

Oct 2020

Memberships

International Association of Administrative Professionals (IAAP)