

Alaetra Lapp

General Office Assistant

✉ alaetra.lapp@gmail.com
☎ (194) 831-1681
📍 123 Oak Street, Birmingham, AL 35201

EDUCATION

Associate of Applied Science
in Office Administration at
Gadsden State Community College,
Gadsden, AL

Sep 2018 - May 2022

Relevant Coursework: Office Management, Business Communications, Records Management, Accounting Principles, Human Resources, Administrative Procedures, Customer Service, Office Technology, and Microsoft Office Suite.

LINKS

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

SKILLS

Microsoft Excel
Google Workspace
Data Entry
Adobe Acrobat
QuickBooks
Time Management
Customer Service

LANGUAGES

English
Portuguese

HOBBIES

PROFILE

Diligent General Office Assistant with 1 year of experience in providing seamless administrative support in fast-paced office settings. Proficient in managing schedules, documentation, and data entry tasks, while maintaining a high level of accuracy and organization. Adept at fostering positive relationships with colleagues and clients, demonstrating strong communication and problem-solving skills. Committed to enhancing office efficiency and streamlining processes for optimal productivity.

EMPLOYMENT HISTORY

● General Office Assistant at Alabama Office Solutions, AL

Apr 2023 - Present

- Successfully streamlined the filing system for over 5,000 client records, reducing document retrieval time by 30% and increasing overall office efficiency.
- Implemented a new appointment scheduling system that increased client satisfaction by 25% and reduced no-shows by 15%.
- Coordinated and organized office events and meetings for a team of 50 employees, resulting in a 20% increase in team collaboration and a 10% reduction in internal communication errors.

● Office Assistant I at Avadian Credit Union, AL

Jul 2022 - Feb 2023

- Successfully managed and organized over 500 customer files, resulting in a 30% increase in office efficiency and reduced file retrieval time by 40%.
- Streamlined the appointment scheduling system, leading to a 20% improvement in the accuracy of appointment bookings and a 15% increase in customer satisfaction ratings.
- Coordinated and executed the acquisition of office supplies, reducing costs by 25% through effective negotiation with vendors and bulk purchasing.
- Implemented a new digital filing system, which reduced paper usage by 60% and increased document accessibility, contributing to a 35% increase in overall team productivity.

CERTIFICATES

Certified Administrative Professional (CAP)

Nov 2021

Microsoft Office Specialist (MOS)

Jun 2020

MEMBERSHIPS

International Association of Administrative Professionals (IAAP)

Association of Executive and Administrative Professionals (AEAP)