

Zalina Mozzone

Office Associate

Profile

Employment History

Education

Links

Details

zalina.mozzone@gmail.com

(229) 809-3372

123 Main St, Rapid City, SD 57701

Dedicated Office Associate with one year of experience providing exceptional administrative support in fast-paced office settings. Skilled in managing schedules, organizing documents, and maintaining efficient office operations. Proficient in MS Office Suite and adept at learning new software. Strong communication and interpersonal abilities, committed to fostering positive work environments and delivering outstanding customer service.

Office Associate at Dakota Business Center, SD

Feb 2023 - Present

- Successfully managed a high volume of over 150 client accounts, resulting in a 30% increase in overall customer satisfaction ratings within one year.
- Streamlined the office filing system, reducing document retrieval time by 50% and increasing overall efficiency.
- Implemented a new appointment scheduling system, which led to a 40% reduction in missed appointments and a 20% improvement in punctuality for meetings and appointments.

Junior Office Associate at A&B Business Solutions, SD

Sep 2022 - Dec 2022

- Successfully managed and streamlined the filing system, resulting in a 30% increase in efficiency and reducing document retrieval time by 50% for the team at A&B Business Solutions, SD.
- Coordinated and organized office events and meetings, leading to a 25% improvement in employee engagement and satisfaction scores within the company.
- Assisted in the implementation of a new customer relationship management (CRM) software, which led to a 20% increase in lead generation and a 15% increase in overall sales for A&B Business Solutions, SD.

Associate of Applied Science in Office Administration at Southeast Technical College, Sioux Falls, SD

Sep 2017 - May 2022

Relevant Coursework: Business Communications, Office Management, Accounting Principles, Administrative Procedures, Computer Applications, Records Management, Human Resources, Customer Service, and Project Management.

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