

Zinnia Lejano

Records Manager

✉ zinnia.lejano@gmail.com

☎ (648) 592-2132

📍 123 Maple Street, Trenton, NJ 08601

Education

**Bachelor of Science in
Records Management and
Information Systems at
Rutgers University, New
Brunswick, NJ**

Sep 2013 - May 2018

Relevant Coursework: Records Management, Information Systems, Database Management, Data Analysis, Enterprise Content Management, Information Security, Digital Preservation, Archival Science, Systems Analysis, and Project Management.

Links

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

Skills

Archiving

Cataloguing

Metadata Management

Information Governance

Electronic Records Management System (ERMS)

Enterprise Content Management (ECM)

Digital Preservation

Languages

English

Profile

Highly organized and detail-oriented Records Manager with 5 years of experience overseeing the creation, storage, and retrieval of physical and digital records. Adept at implementing records management policies, streamlining information systems, and ensuring compliance with legal and regulatory requirements. Proven track record of improving operational efficiency, reducing storage costs, and mitigating risk through effective records management practices. Strong leadership skills with a demonstrated ability to manage cross-functional teams and drive continuous improvement initiatives.

Employment History

Records Manager at Iron Mountain, NJ

May 2023 - Present

- Successfully implemented a new records management system that increased retrieval efficiency by 35% and reduced misplaced files by 80% within the first year of operation at Iron Mountain, NJ.
- Streamlined the digitization process, converting over 10,000 physical documents to digital formats within six months, resulting in a 25% reduction in storage costs and enabling easy remote access for employees.
- Developed and executed a comprehensive training program for 50+ staff members, leading to a 20% increase in productivity and a 15% reduction in processing errors within the first quarter of implementation.

Assistant Records Manager at Access Information Management, NJ

Sep 2018 - Mar 2023

- Implemented a new electronic records management system, resulting in a 25% increase in retrieval efficiency and a 15% reduction in misfiled documents, significantly improving overall productivity at Access Information Management, NJ.
- Successfully managed the digitization of over 50,000 physical records within a 6-month period, streamlining the records retrieval process and reducing physical storage costs by 30%.
- Conducted comprehensive records audits for over 100 clients, identifying and rectifying discrepancies in recordkeeping, leading to an overall 20% improvement in records accuracy and compliance with industry standards.
- Developed and delivered training programs to over 200 employees on records management best practices, contributing to a 10% reduction in records-related errors and a more knowledgeable workforce.

Certificates

Certified Records Manager (CRM)

May 2022

Information Governance Professional (IGP)

Sep 2020