

# Mayu Algiere

Senior Clerk

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📍 123 Oak Street, Birmingham,  
AL 35201

## Education

**Associate of Applied Science  
in Office Administration at  
Wallace State Community  
College, Hanceville, AL**

Sep 2014 - May 2018

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

## Links

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

## Skills

QuickBooks proficiency

Microsoft Excel

Data analysis

Time management

Adobe Acrobat

Inventory control

Conflict resolution

## Languages

English

Indonesian

## Profile

Dedicated Senior Clerk with 5 years of experience in efficiently managing clerical tasks and streamlining office processes. Proven track record of overseeing administrative duties, maintaining stringent record-keeping, and improving overall productivity. Exceptional communication and organizational skills, with a strong ability to multitask and adapt in fast-paced environments. Seeking to contribute expertise and further develop skills in a dynamic organization.

## Employment History

**Senior Clerk at Alabama Power, AL**

Feb 2023 - Present

- Successfully streamlined the billing process for over 10,000 customers, resulting in a 20% reduction in processing time and a 15% decrease in customer complaints related to billing errors.
- Implemented a new electronic filing system for company documents, leading to a 30% improvement in document retrieval times and reducing paper waste by 50%.
- Coordinated and managed the scheduling of over 200 employees across various departments, ensuring optimal coverage and reducing overtime costs by 25%.
- Played a key role in the development and execution of a company-wide training program, which led to a 10% increase in overall employee productivity and a 5% reduction in onboarding time for new hires.

**Junior Clerk at Regions Bank, AL**

Sep 2018 - Jan 2023

- Successfully processed over 150 daily customer transactions, resulting in increased efficiency and accuracy of the branch's financial records.
- Streamlined the filing system for customer account documents, reducing retrieval time by 30% and improving overall organization within the branch.
- Assisted in the training of two new Junior Clerks, helping them to become proficient in bank operations and customer service within their first three months of employment.

## Certificates

**Certified Administrative Professional (CAP)**

Jun 2021

**Certified Records Manager (CRM)**

Jan 2020

## Memberships

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