



DEVIKA PATEL

Secretary

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(123) 456-7890 

Lansing, MI 

Work Experience

Self Employed – Stay-At-Home Mom

2011 – current

Lansing, MI

- Managed budget for a family of 5, **saving over \$3,500 per year**
- Streamlined household chore processes, increasing efficiency and productivity by 52%
- Coordinated 5+ monthly appointments & engagements with 97% accuracy
- Taught 3 children (ages 4, 6, and 13) how to cook healthy meals according to personal preferences and healthy guidelines

US National Park Service – Secretary (OA)

2008 – 2011

Virtual

- Managed schedules for 8 colleagues, booking appointments, meetings, and conferences
- Corresponded through email and reports with 98% accuracy according to office policies
- Streamlined report review process through automation, **increasing efficiency by 72%**
- Organized office paperwork and inventory closet, increasing productivity by 41%

Starbucks – Shift Supervisor

2003 – 2008

Lansing, MI

- Resolved customer issues regarding payment, wrong drink orders, and safety concerns
- Supervised team of 5+ baristas & delegated tasks, improving efficiency by 39%
- Monitored inventory, bought supplies, and oversaw FIFO rotation, reducing waste by 18%
- Trained and guided 20 baristas, **decreasing employee turnover rate by 28%**
- Organized employee schedules, reducing vacancies for open/closing shifts by 54%

Education

Okemos High School – High school diploma

1999 - 2003

Okemos, MI

Skills

Microsoft Suite; Organization; Time Management; Written/Verbal Communication; Creativity; Collaboration; Critical Thinking; Compassion

Hobbies/Interests

- Decorating theater lobby for the annual school play
- Writing fairy tale novellas
- Fostering rescue kittens