

Staci Washington

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PROFESSIONAL SUMMARY

Dynamic and detail-oriented professional with over 6 combined years of diverse experience in office administration, public administration, human resources, and customer service. Demonstrated expertise in maintaining a 99% accuracy rate in database management, coupled with a proven ability to enhance operational efficiency and reliability. Adept at implementing effective HR strategies, fostering a productive work environment, and ensuring consistent task-driven performance. Known for a strong work ethic, exceptional organizational skills, and the ability to streamline processes to support business objectives.

SKILLS

- **Software Proficiency:** Advanced expertise in Microsoft Office Suite (Word, Excel, Access, PowerPoint), QuickBooks, Google Sheets, Google Docs, Adobe Creative Suite.
- **Data Management:** Exceptional skills in data quality organization, management, analysis, entry accuracy, retrieval, updating, cleansing, and validation.
- **Problem Solving:** Proficient in troubleshooting and error resolution, ensuring smooth administrative support and operational efficiency.
- **Interpersonal Skills:** Strong interpersonal and communication abilities, with a keen attention to detail, and excellent time management and efficiency.
- **Operational Development:** Experienced in developing workplace procedures and standards, adept at conflict resolution, and enhancing employee relations.
- **HR Expertise:** Experience in hiring management, employee onboarding, and fostering positive employee relations.
- **Emergency Preparedness:** Trained in in-flight safety procedures, emergency medical training (CPR, AED), and crisis management.
- **Content Creation:** Talented travel vlogger and writer, with proven success as a social media content creator, driving engagement and audience growth.

WORK EXPERIENCE

Flight Attendant | American Airlines | Miami, FL | 2022-2024

- **Brand Ambassador:** Represented American Airlines by delivering exceptional face-to-face customer service, ensuring a positive passenger experience, and expertly resolving conflicts.
- **Crisis Management:** Maintained composure and efficiency in handling in-flight emergencies and non-routine situations, ensuring passenger safety and comfort.
- **Training & Development:** Spearheaded training programs for new Flight Attendants, covering comprehensive safety protocols, service techniques, and adherence to airline regulations.
- **Professional Engagement:** Actively involved in industry associations and initiatives, including BPN, WIA, Corporate Social Responsibility (CSR), and UNICEF, enhancing professional growth and contributing to community service.

Human Resources Coordinator | Amazon | Atlanta, GA | 2019-2022

- **Strategic Recruitment Leader:** Orchestrated the recruitment and sourcing of top-tier candidates, driving a 30% increase in hiring efficiency while ensuring stringent adherence to company policies, processes, and procedures.
- **Compliance Champion:** Maintained impeccable employee records, guaranteeing compliance with company policies and legal regulations, thereby minimizing audit risks and enhancing organizational integrity.
- **Data-Driven Performance Analyst:** Developed and maintained comprehensive HR reports and metrics, providing actionable insights that led to a 15% improvement in departmental performance and operational efficiency.

- **Onboarding Specialist:** Streamlined the onboarding process for new hires, facilitating a seamless transition and integration into the company, resulting in a 20% reduction in onboarding time and increased new hire satisfaction.
- **Collaborative Job Architect:** Partnered with internal hiring managers to understand position requirements and craft precise, compelling job descriptions, ensuring alignment with organizational goals and attracting high-caliber talent.
- **Employee Engagement Facilitator:** Led the employee engagement platform, gathering valuable feedback to implement initiatives that boosted workplace culture and employee engagement by 25%.

Administrative Assistant | Georgia Southern University | Statesboro, GA | 2017-2018

- **Clerical Excellence:** Efficiently performed clerical tasks, including data entry, filing, and document preparation, ensuring 100% accuracy and timely completion of administrative duties.
- **Executive Support Specialist:** Expertly organized and maintained executives' calendars, scheduled high-level meetings, and coordinated complex travel arrangements, enhancing executive productivity by 30%.
- **Process Improvement Leader:** Streamlined office procedures, reducing processing time by 20%, which resulted in significant operational efficiencies and improved departmental workflow.

Political Science & International Studies Work Study | Georgia Southern University | Statesboro, GA | 2015-2017

- **Efficiency Expert:** Maintained and organized files on servers, reducing processing and distribution time of departmental teaching evaluations by 30%, ensuring timely feedback and continuous improvement in academic programs.
- **Student Liaison:** Managed student interactions with the department, meticulously logging inquiries and resolutions on a case-by-case basis, thereby enhancing student satisfaction and fostering a supportive academic environment.
- **Visibility Enhancer:** Boosted the community visibility of various academic programs through strategic social

EDUCATION

Georgia Southern University Statesboro, GA Bachelors of Public Administration

- Honor Awards recipient for MAU; organization advocate for diversity and inclusion in political spaces
- AA studies minor