

Alex Morgan

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Professional Summary

Detail-oriented and reliable professional with over 5 years of experience in administrative support, customer service, and operations coordination. Proven ability to manage multiple priorities, improve internal processes, and maintain high standards of accuracy and professionalism. Strong communicator with a collaborative mindset and a track record of supporting team and organizational goals.

Key Skills

- Administrative & Office Support
 - Customer Service & Client Relations
 - Data Entry & Record Management
 - Microsoft Office (Word, Excel, Outlook, PowerPoint)
 - Scheduling & Calendar Management
 - Process Improvement
 - Written & Verbal Communication
 - Time Management & Organization
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Professional Experience**Administrative Assistant**

Brightway Solutions Ltd., New York, NY

June 2021 – Present

- Provided administrative support to a team of 12 staff members, managing calendars, meetings, and travel arrangements
- Maintained accurate digital and physical records, improving document retrieval time by 30%
- Handled inbound calls and email inquiries, resolving customer issues professionally and efficiently
- Prepared reports, presentations, and correspondence for management using Microsoft Office tools
- Assisted in onboarding new employees and coordinating internal training sessions

Customer Service Representative
Northline Retail Group, New York, NY
March 2018 – May 2021

- Delivered high-quality customer service in a fast-paced retail environment, assisting 50+ customers daily
 - Resolved complaints and inquiries, consistently maintaining customer satisfaction ratings above 95%
 - Processed transactions, returns, and exchanges while ensuring accuracy and compliance with company policies
 - Collaborated with team members to meet sales targets and improve in-store operations
 - Trained new hires on customer service procedures and point-of-sale systems
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Education

Bachelor of Business Administration
Hudson Valley University, New York, NY
September 2014 – May 2018

- Relevant Coursework: Business Communication, Management Principles, Accounting Basics
 - Graduated with Honors
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Certifications

- Certificate in Office Administration – City Skills Institute (2020)
 - Customer Service Excellence Training – Northline Retail Group (2019)
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Languages

- English – Native
 - Spanish – Intermediate
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References

Available upon request.