

# Joseph Iannazzi

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## SUMMARY

Detail-oriented Administrative Assistant with 14 years of experience in streamlining office operations and enhancing efficiency. Proven track record in managing communication tasks, coordinating schedules, and optimizing logistical arrangements for meetings. Seeking to leverage strong organizational and multitasking skills in a dynamic Administrative Assistant role.

## WORK EXPERIENCE

Enterline Law  
*Administrative Assistant*

Tulsa, OK/Remote  
Apr 2020 - Sep 2024

- Prepared legal documents and materials for proceedings, ensuring accuracy and thoroughness in verifying information.
- Coordinated appointments and managed correspondence, optimizing logistical arrangements for meetings and proceedings.
- Improved scheduling efficiency, reducing conflicts and enhancing meeting coordination.
- Enhanced document retrieval processes, leading to faster access and increased productivity.

FedEx Ground  
*Delivery Operations Manager*

Broken Arrow, OK  
Oct 2019 - Aug 2024

- Implemented a more efficient delivery route, achieving a 20% reduction in delivery time and enhancing customer satisfaction.
- Maintained a clean and organized delivery vehicle, ensuring the safe and secure transportation of goods, which earned recognition.
- Trained and mentored new delivery drivers, equipping them with essential skills and knowledge for improved performance.
- Collaborated with warehouse staff to streamline loading and unloading processes, improving efficiency and reducing delivery times.
- Enhanced customer satisfaction by improving delivery accuracy and timeliness.

Ruth Shaw  
*Administrative Assistant*

Bixby, OK/Remote  
May 2020 - Apr 2023

- Identified and mitigated potential safety hazards, implementing preventive measures to minimize risks for clients.
- Coordinated medical appointments for elderly clients, ensuring timely access to necessary healthcare services and treatments.
- Managed communication tasks including scheduling, email triage, and claim documentation, ensuring efficient and accurate administrative support.
- Streamlined communication tasks, improving response times and administrative support efficiency.

Ricalday  
*Administrative Assistant*

Tulsa, OK/Remote  
Jan 2018 - Nov 2022

- Streamlined office operations by developing standardized procedures, achieving a 20% reduction in administrative errors and enhancing overall efficiency.
- Negotiated contracts with subcontractors, leading to a 10% reduction in labor costs, and managed multiple construction projects to ensure timely completion and client satisfaction.
- Led the HR team to maintain compliance with all employment laws, resulting in zero penalties, and assisted in drafting new office policies for improved adherence to standards.
- Managed financial transactions, including payroll and tax compliance, while training junior staff and utilizing accounting software to automate tasks and improve efficiency.

Oklahoma Custom Courier  
*Administrative Assistant*

Broken Arrow, OK/Remote  
Jan 2016 - Oct 2019

- Coordinated time management methods to ensure punctual freight delivery, enhancing overall process efficiency.
- Streamlined delivery routes and reduced fuel costs through effective route planning and optimization.
- Successfully resolved delivery issues and customer complaints, consistently maintaining a high level of customer satisfaction.

Enterprise Holdings  
*Billing Specialist / Phone Operator*

Tulsa, OK/Remote  
May 2016 - Jan 2018

- Earned multiple customer service awards for exceptional assistance and resolution of complex issues.
- Assisted in training new operators, equipping them with skills to effectively manage customer inquiries.
- Consistently exceeded call handling targets, reducing average call duration by 20-30% below company benchmarks.
- Collaborated with cross-functional teams to identify and resolve billing issues, reducing customer complaints and improving service quality.

- Streamlined billing processes by automating tasks, decreasing processing time, and consistently meeting or exceeding monthly billing targets, which contributed to increased company revenue.
- Conducted regular audits to ensure billing accuracy and compliance, while managing email correspondence and scheduling to support operational efficiency.

Alpine Roofing  
Administrative Assistant

Tulsa, OK/Remote  
Jun 2013 - Dec 2017

- Led a team of administrative staff, enhancing their performance by 15% through effective training and guidance.
- Implemented a new payroll system, reducing processing time by 30% and ensuring compliance with federal and state regulations.
- Developed vendor relationships that decreased office supply costs by 10% and managed financial records, including reconciliation and tax compliance.
- Managed geographically dispersed projects using virtual tools, ensuring timely delivery and collaboration across multiple time zones.

Holiday Inn Tulsa City Center  
Administrative Assistant

Tulsa, OK  
Mar 2015 - May 2016

- Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.
- Maintained accurate guest records, contributing to improved communication and personalized service, while managing check-ins and checkouts with an average guest satisfaction rating of 95% or above.

Enterprise Rent A Car  
Administrative Assistant

Tulsa, OK  
Apr 2013 - Mar 2015

- Received multiple commendations for exceptional service, contributing to enhanced customer satisfaction and loyalty.
- Resolved customer disputes and billing discrepancies, achieving a 15% reduction in escalations and fostering improved customer trust.
- Collaborated with the operations team to enhance vehicle maintenance processes, leading to a 20% decrease in vehicle breakdowns.

National Roofing  
Administrative Assistant

Broken Arrow, OK/Remote  
May 2010 - May 2012

- Migrated the company's email system to a cloud-based platform, enhancing reliability, accessibility, and cost-effectiveness.
- Implemented a file retention policy, ensuring legal compliance, reducing storage costs, and facilitating accurate and timely file retrieval.
- Managed travel itineraries and email communications, coordinating schedules and ensuring efficient organization of materials and meetings.

## EDUCATION

Northeastern State University  
Bachelor of Business Administration

Tulsa Community College  
Associates Degree, Business Administration

## CERTIFICATIONS

A+, Tulsa Technology Center Riverside Campus  
Cisco CCNA, Tulsa Technology Center Riverside Campus  
Management Leadership, Saylor Academy  
Small Business Management, Saylor Academy  
Project Management, Saylor Academy  
Best Practices for Remote Work, Alison  
Diploma in Project Management, Alison  
Diploma in Understanding Medical Terminologies, Alison  
Microsoft Office, Tulsa Technology Center Riverside Campus

## SKILLS

Data Entry • Account Management • Communication • Languages: English • Computer Literacy • Conflict Resolution • Time Management • Customer Service • Problem-Solving • Active Listening • Multitasking • Strategic Planning • Project Management • Analytical Thinking • Copywriting • Interpersonal Communication • Leadership • Public Relations • Budgeting • Market Research • Creativity • Analytical Skills • Social Media Management • Content Creation • Organizational Skills • Financial Management • Proficiency in Microsoft Office Suite • Business Correspondence • Leadership and Team Management • Attention to Detail • Staff Supervision • Decision-Making Skills • Google Workspace • Shipping and Receiving • Payroll • Human Resources • Innovation • Scheduling • Technical • Detail Oriented • Microsoft Excel • Written Communication • Teamwork • Team Leadership • Effective Communication • Human Resources Management • Customer Service Skills • Email Management • Travel Management • Organization • Skills: Time Management • Microsoft Office Proficiency • Adaptability • Scheduling and Coordination • Skills: Communication