

# Joseph Iannazzi

iannazzi@alumni.nsuok.edu | (539) 367-6832 | Glenpool, OK |  
<https://www.linkedin.com/in/joseph-iannazzi>

## SUMMARY

Administrative Assistant with 10+ years of experience supporting legal, logistics, and corporate operations. Skilled in front desk management, calendar coordination, document preparation, and client communication. Proven success in streamlining office workflows, enhancing scheduling efficiency, and improving customer service.

## 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 50+ monthly appointments and managed correspondence, improving meeting logistics and reducing scheduling conflicts by 20%.
- Improved scheduling efficiency, reducing conflicts and enhancing meeting coordination.
- Enhanced document retrieval processes, leading to faster access and increased productivity.
- Expanded role in managing complex legal documentation and correspondence, contributing to a more streamlined office workflow.
- Played a key role in organizing high-profile meetings and events, ensuring seamless execution and client satisfaction.

FedEx Ground  
*Delivery Operations Manager*

Broken Arrow, OK  
Oct 2019 - Aug 2024

- Implemented more efficient scheduling and delivery routes, achieving a 20% reduction in delivery time and enhancing client 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.
- Spearheaded initiatives to improve delivery logistics, resulting in enhanced operational efficiency and customer feedback.
- Developed training programs for new hires, fostering a culture of continuous improvement and excellence.

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 high-volume communication tasks (scheduling 40+ client appointments weekly, email triage, and claims documentation) to improve administrative response times by 25%.
- Streamlined communication tasks, improving response times and administrative support efficiency.
- Enhanced client relations through proactive communication and personalized service, leading to increased client retention.
- Implemented innovative scheduling solutions, optimizing resource allocation and reducing operational bottlenecks.

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.
- Championed the development of new office policies, aligning with industry best practices and regulatory standards.
- Led cross-functional teams in project management, driving successful outcomes and exceeding client expectations.

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.
- Pioneered strategies to enhance delivery accuracy and timeliness, setting new benchmarks for service excellence.
- Cultivated strong partnerships with key stakeholders, facilitating smooth operations and collaborative success.

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.
- Directed comprehensive administrative functions, ensuring seamless integration of new technologies and processes.
- Fostered a high-performance culture through targeted training and development initiatives.

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 • Calendar Management • Document Management • Office Coordination • Front Desk Operations • Visitor Relations