

Joseph Iannazzi

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SUMMARY

Office Assistant with 10+ years of experience supporting front desk operations, calendar management, document handling, and CRM systems. Skilled in Microsoft Office Suite, scheduling, client communication, and office coordination. Proven success enhancing office efficiency, improving customer satisfaction, and streamlining administrative processes.

WORK EXPERIENCE

Enterline Law
Office Assistant

Tulsa, OK/Remote
Apr 2020 - Sep 2024

- Managed schedules and coordinated over 50+ monthly appointments, improving office workflow efficiency and client satisfaction.
- Maintained organized office environments and facilitated effective communication and correspondence.
- Provided front desk support, greeting visitors and managing client inquiries to enhance customer satisfaction.
- Enhanced office efficiency by implementing a new filing system, improving document retrieval time.
- Utilized legal management software to streamline document processing and scheduling.
- Initiated process improvements that enhanced communication and reduced administrative workload.
- Assisted in preparing legal documents and reports, contributing to case preparation and client communication.
- Communicated effectively with clients and legal teams to ensure clarity and understanding.

FedEx Ground
Delivery Operations Manager

Broken Arrow, OK
Oct 2019 - Aug 2024

- Optimized delivery routes, achieving a reduction in delivery time and enhancing customer satisfaction.
- Maintained a clean and organized delivery vehicle, ensuring the secure transportation of goods and receiving recognition for these efforts.
- Trained and mentored new drivers, equipping them with essential skills and knowledge to perform effectively.
- Coordinated administrative tasks such as scheduling and customer communications to support delivery operations.
- Implemented a driver feedback system to improve service quality and operational efficiency.
- Communicated with clients to resolve delivery issues and ensure satisfaction.

Ruth Shaw
Office Assistant

Bixby, OK/Remote
May 2020 - Apr 2023

- Managed client communications, including email and scheduling, to ensure efficient organization and timely responses.
- Managed reception duties including call handling, visitor check-ins, and scheduling, maintaining a professional office environment.
- Coordinated and accompanied clients to appointments, ensuring access to necessary services.
- Improved client scheduling efficiency through optimized calendar management.
- Assisted in developing personalized care plans, enhancing client satisfaction and service delivery.
- Conducted administrative support for client billing and records management, ensuring accuracy and confidentiality.
- Communicated effectively with clients and healthcare providers to facilitate care coordination.

Ricalday
Office Assistant

Tulsa, OK/Remote
Jan 2018 - Nov 2022

- Developed and implemented standardized office procedures, reducing administrative errors by 20% and improving document retrieval speed.
- Managed financial operations including transaction management, statement reconciliation, and payroll processing.
- Utilized CRM systems to track client communications and maintain organized records, improving client service response times.
- Streamlined financial operations, reducing processing errors.
- Collaborated with cross-functional teams to support project management and office coordination.
- Led initiatives to improve office technology integration, enhancing productivity and communication.
- Communicated with vendors and clients to ensure smooth operations and resolve issues.

Oklahoma Custom Courier
Office Assistant

Broken Arrow, OK/Remote
Jan 2016 - Oct 2019

- Coordinated time management methods that ensured punctual delivery and enhanced process efficiency.
- Streamlined office processes, resulting in reduced costs and optimized schedules.
- Resolved delivery issues and customer complaints, maintaining high customer satisfaction.

- Assisted in the development of training materials for new staff, improving onboarding efficiency.
- Communicated with team members and clients to ensure clarity and resolve issues promptly.

Alpine Roofing
Office Assistant

Tulsa, OK/Remote
Jun 2013 - Dec 2017

- Led a team of administrative staff, enhancing performance through effective training and guidance.
- Implemented a new payroll system, improving efficiency and reducing processing time.
- Developed and maintained vendor relationships, managing financial records and ensuring accuracy.

EDUCATION

Northeastern State University
Bachelors Degree, Business Administration

Tulsa Community College
Associates Degree, Business Administration

CERTIFICATIONS

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

SKILLS

Organizational Skills • Time Management • Proficiency in Microsoft Office Suite • Customer Service • Communication • Problem-Solving • Attention to Detail • Scheduling • Email Management • Teamwork • Administrative Support • Calendar Management • Office Coordination • Data Entry • Multitasking • Basic Accounting • Office Equipment Management • Document Management Systems • QuickBooks • CRM Systems • Skills: Microsoft Office Proficiency • Communication Skills