

Joseph Iannazzi

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SUMMARY

Detail-oriented professional with 14 years of experience seeking an Office Assistant role. Proven track record in managing schedules, coordinating appointments, and maintaining organized office environments. Skilled in Microsoft Office Suite, email management, and customer service, ensuring efficient and effective office operations. Adept at administrative support, calendar management, and office coordination to enhance team productivity.

WORK EXPERIENCE

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| Enterline Law
<i>Office Assistant</i> | Tulsa, OK/Remote
Apr 2020 - Sep 2024 |
| <ul style="list-style-type: none">Managed schedules and coordinated appointments, ensuring efficient office operations.Maintained organized office environments and facilitated effective communication and correspondence.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. | |
| FedEx Ground
<i>Delivery Operations Manager</i> | Broken Arrow, OK
Oct 2019 - Aug 2024 |
| <ul style="list-style-type: none">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. | |
| Ruth Shaw
<i>Office Assistant</i> | Bixby, OK/Remote
May 2020 - Apr 2023 |
| <ul style="list-style-type: none">Managed client communications, including email and scheduling, to ensure efficient organization and timely responses.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. | |
| Ricalday
<i>Office Assistant</i> | Tulsa, OK/Remote
Jan 2018 - Nov 2022 |
| <ul style="list-style-type: none">Developed and implemented standardized office procedures, achieving a reduction in administrative errors and enhancing operational efficiency.Managed financial operations including transaction management, statement reconciliation, and payroll processing.Streamlined financial operations, reducing processing errors.Collaborated with cross-functional teams to support project management and office coordination. | |
| Oklahoma Custom Courier
<i>Office Assistant</i> | Broken Arrow, OK/Remote
Jan 2016 - Oct 2019 |
| <ul style="list-style-type: none">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. | |
| Enterprise Holdings
<i>Billing Specialist / Phone Operator</i> | Tulsa, OK/Remote
May 2016 - Jan 2018 |
| <ul style="list-style-type: none">Collaborated with cross-functional teams to resolve billing issues, reducing customer complaints and earning recognition for outstanding performance and dedication.Streamlined the billing process by automating manual tasks, reducing processing time, and consistently met or exceeded monthly billing targets, contributing to increased revenue.Conducted regular audits of billing records to ensure accuracy and compliance with regulatory requirements, while managing email and schedule tasks efficiently. | |
| Alpine Roofing
<i>Office Assistant</i> | Tulsa, OK/Remote
Jun 2013 - Dec 2017 |
| <ul style="list-style-type: none">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. | |

Holiday Inn Tulsa City Center
Front Desk Representative

Tulsa, OK
Mar 2015 - May 2016

- Collaborated with multiple departments to enhance guest experiences, leading to improved cross-functional communication and teamwork.
- Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.
- Managed a high volume of check-ins and checkouts, consistently maintaining a guest satisfaction rating of 95% or above.

Enterprise Rent A Car
Customer Service Representative

Tulsa, OK
Apr 2013 - May 2015

- Earned multiple commendations for exceptional service and effectively addressing customer needs.
- Resolved customer disputes and billing discrepancies, enhancing customer trust and satisfaction.
- Collaborated with the operations team to enhance vehicle maintenance processes, leading to a reduction in vehicle breakdowns.
- Managed administrative tasks including customer scheduling and communication to improve service efficiency.

National Roofing
Office Assistant

Broken Arrow, OK/Remote
May 2010 - May 2012

- Migrated the company's email system to a cloud-based platform, enhancing reliability and accessibility.
- Implemented a file retention policy and optimized computer systems, improving performance and compliance.
- Developed a comprehensive cleaning checklist for job sites, contributing to the company's positive reputation.

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 • Skills: Communication • Organization • Microsoft Office Proficiency • Skills: Organization • Problem Solving • Adaptability • Skills: Organizational Skills • Communication Skills