**FRESHER:** **Operations Assistant/Administrative Assistant**

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Mark Antony

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EDUCATION

BSC (Bachelor of science)

2020-2023

Angels University,France

High School:

St Angels High School

CAREER OBJECTIVE Customer-focused, professional communicator with fostering relationships with the public. Looking for a role with **KPI-focused Stryker**, where I can steer partner communications on relevant services and products

**VOLUNTEER EXPERIENCE** Organized and led a weekly tutoring program for underprivileged students, providing academic support in math and science. Collaborated with local schools to identify students in need, prepared tailored lesson plans, and improved participants' test scores by an average of 20%. This initiative fostered educational equity and strengthened my leadership, communication, and organizational skills.

Worked as **Part Time** Outbound sales Representative to call potential customers to pitch computer sales and services, schedule appointments.Enjoyed problem-solving and interacting with people. Follow up with leads consistently without being pushy. Achieved Sales Target of 90%

Managed the role of Event Coordinator for the annual college festival, leading a team of 50 volunteers to plan and execute over 20 events, including cultural performances, workshops, and competitions. Successfully coordinated with vendors, sponsors, and college administration to secure funding and resources, increasing sponsorship revenue by 25%. Implemented efficient scheduling and logistics strategies, ensuring seamless execution despite tight deadlines. Spearheaded marketing campaigns, leveraging social media and on-ground promotions to achieve a record-breaking footfall of over 5,000 attendees. This experience honed my leadership, organizational, and problem-solving skills, while fostering teamwork and creative thinking.

### **Projects:**

### **University Event Planning & Coordination Project**

**Role:** Event Planning Intern (University Project)  
**Duration:** 2 Months  
**Project Type:** Event Coordination & Administrative Support

* **Description:** Assisted in the planning and execution of a large-scale university career fair, aimed at connecting students with potential employers. The project involved managing schedules, coordinating with vendors, and ensuring smooth event operations.
* **Key Achievements:**
  + Coordinated logistics, including the setup of booths, registration areas, and speaker sessions, ensuring all vendors had the necessary materials and equipment.
  + Assisted in managing communication with over 50 participating companies, confirming attendance, and ensuring all needs were met (e.g., booth space, promotional materials).
  + Created and maintained event schedules and checklists to ensure the seamless flow of activities.
  + Helped organize transportation and accommodation for guest speakers, ensuring timely arrival and setup.
  + Conducted post-event feedback surveys and analyzed results, providing recommendations to improve future events.
* **Skills Gained:** Event coordination, vendor management, communication, data organization, multitasking, problem-solving, time management, teamwork.

### **Student Resource Management System Improvement Project**

**Role:** Operations Intern (University Project)  
**Duration:** 3 Months  
**Project Type:** Process Improvement & Data Management

* **Description:** Assisted in enhancing the management system for student resources (library books, equipment, and study materials) to improve accessibility and efficiency. The project aimed to reduce resource shortages and optimize the usage of available materials.
* **Key Achievements:**
  + Conducted a thorough audit of student resource usage patterns and identified inefficiencies in the booking and return processes.
  + Assisted in developing a more intuitive online reservation system, which improved student access to high-demand resources.
  + Worked with the university IT team to streamline inventory tracking, ensuring that all resources were properly cataloged and up-to-date.
  + Designed a reporting system to track usage trends and identify underutilized resources, which led to reallocating resources to areas of higher demand.
  + Collected student feedback on the new system, resulting in a 25% increase in user satisfaction and a 10% improvement in resource usage efficiency.
* **Skills Gained:** Data analysis, process improvement, project management, system implementation, user feedback analysis, teamwork, problem-solving.

### **Skills & Competencies**

* Operations Support
* Inventory Management
* Data Entry & Reporting
* Process Improvement
* Time Management
* Customer Service
* Team Collaboration
* Problem-Solving
* MS Office Suite (Excel, Word, PowerPoint)
* ERP Systems (Basic Knowledge)
* Adaptability & Quick Learning