

Anna Cortez

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PROFILE

A Business Administration Leader with five years of experience specializing in HR administration, business process improvement, and operations management. A proven track record of coordinating with cross-functional teams to execute strategic initiatives and drive operational excellence for large organizations.

PROFESSIONAL EXPERIENCE

Office Manager & Business Administrator

Retail Software Inc., New York, NY | October 2018 - Present

- Manage business, HR, and administrative functions, process monthly payroll valued at \$300K, and conduct account reconciliations for a retail POS software company
- Oversee a team of 10+ administrative assistants to plan travel, logistics, and schedules for sales executives and management teams, coordinate daily office workflows, and organize virtual events to improve employee engagement and morale during Covid-19
- Liaise between employees and the HR department to coordinate the employee benefits program and resolve issues related to compensation packages

Business Administrator

The Restaurant Store, New York, NY | May 2016 - October 2018

- Resolved aging AR for client accounts valued at \$50K-\$200K for a restaurant equipment supply company, which included coordinating collection and billing activities
- Conducted research on account issues and discrepancies and standardized review processes to reduce billing errors by 20%

EDUCATION

Bachelor of Business Administration (B.B.A.)

University of Syracuse, New York, NY
September 2012 - May 2016

KEY SKILLS

- Business Administration
- Cross-Functional Leadership
- Business Process Improvement
- Accounts Receivable (AR)
- Operations Management