**US National Park Service –** Secretary (OA)

2008 – 2011

Virtual

* Managed schedules for 8 colleagues, booking appointments, meetings, and conferences
* Corresponded through email and reports with 98% accuracy according to office policies
* Streamlined report review process through automation, ***increasing efficiency by 72%***
* Organized office paperwork and inventory closet, increasing productivity by 41%

**Starbucks –** Shift Supervisor

2003 – 2008

Lansing, MI

* Resolved customer issues regarding payment, wrong drink orders, and safety concerns
* Supervised team of 5+ baristas & delegated tasks, improving efficiency by 39%
* Monitored inventory, bought supplies, and oversaw FIFO rotation, reducing waste by 18%
* Trained and guided 20 baristas, ***decreasing employee turnover rate by 28%***
* Organized employee schedules, reducing vacancies for open/closing shifts by 54%

**Education**

**Okemos High School –** High school diploma

1999 - 2003

Okemos, MI

**Skills**

Microsoft Suite; Organization; Time Management; Written/Verbal Communication; Creativity; Collaboration; Critical Thinking; Compassion

**Hobbies/Interests**

* Decorating theater lobby for the annual school play
* Writing fairy tale novellas
* Fostering rescue kittens

**Work Experience**

**Self Employed –** Stay-At-Home Mom

2011 – current

Lansing, MI

* Managed budget for a family of 5, **saving over $3,500 per year**
* Streamlined household chore processes, increasing efficiency and productivity by 52%
* Coordinated 5+ monthly appointments & engagements with 97% accuracy
* Taught 3 children (ages 4, 6, and 13) how to cook healthy meals according to personal preferences and healthy guidelines

**Secretary**



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Lansing, MI

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**DEVIKA PATEL**