

Miles Perez

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Target Field: General / Other

PROFILE

Administrative Assistant with experience in General / Other. Comfortable working with teams to get projects done and support day-to-day operations. Looking to grow impact in a fast-paced environment.

EDUCATION

Boston University

B.A. Psychology

Minneapolis, MN

2018 — 2022

- Relevant coursework available upon request

EXPERIENCE

Administrative Assistant — Northwind Support

New York, NY | Jun 2023 — Present

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Customer Support Specialist — Ridgeway Operations

Chicago, IL | Jul 2021 — May 2023

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Coordinator — Summit Services

Washington, DC | Jun 2019 — Jun 2021

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.

PROJECTS

Vendor & Invoice Tracker

- Set up a tracker for invoices and vendor status to prevent missed payments.
- Provided weekly status updates to leadership.

Process Cleanup

- Documented core workflows and created templates to reduce rework and confusion.
- Introduced simple tracking to improve follow-through on requests.

SKILLS

Skills: Basic data reporting, Customer support, Vendor coordination, Ticketing systems, Organization, Communication, Process improvement, MS Office / Google Workspace, Documentation

Certifications: Google Workspace Admin (Basics), Lean Basics (Workshop)