

AVA JOHNSON

Multitasker | Data Management | Client Relations

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SUMMARY

With over 10 years of administrative experience and a strong foundation in data management and client relations, I am excited to contribute to a team where I can support growth and efficiency. I bring established skills in data entry, client information management, and a proven track record in improving office systems and procedures.

EXPERIENCE

Administrative Coordinator

Wells Fargo

06/2019 - 01/2023 Charlotte, North Carolina

- Managed a team of 5 to streamline office operations, increasing team efficiency by 25% in 6 months through the implementation of new work procedures.
- Oversaw a project to digitize client records, successfully transitioning 10,000+ files into a new electronic system without error.
- Played a key role in developing and delivering training modules for new software, resulting in a 30% reduction in user error.
- Implemented a new scheduling system for client appointments, reducing wait times by 15%, and enhancing customer satisfaction.

Office Administrator

Bank of America

01/2016 - 05/2019 Charlotte, North Carolina

- Spearheaded a department audit that led to the identification of a 10% discrepancy in supply ordering, subsequently reducing overhead costs.
- Increased staff productivity by organizing a series of professional development workshops attended by 100+ employees.
- Collaborated with the IT department to upgrade the internal communication system, facilitating smoother intra-office communication.
- Authored a comprehensive guide on operational best practices shared across the company impressively reducing onboarding time by 20%.
- Negotiated with vendors to secure cost-effective office supplies, saving the company approximately \$5,000 per annum.

Executive Assistant

Atrium Health

08/2012 - 12/2015 Charlotte, North Carolina

- Designed an effective file management system that reduced document retrieval time by 35%, significantly increasing departmental efficiency.
- Coordinated the scheduling of over 200 client meetings annually, ensuring flawless logistical arrangements.
- Authored weekly reports on departmental achievements and challenges, providing critical data that contributed to strategic planning.

EDUCATION

Associate Degree in Business Administration

Central Piedmont Community College

01/2010 - 01/2012 Charlotte, North Carolina

KEY ACHIEVEMENTS

Team Efficiency Award

Recognized for leading a team towards a 25% efficiency increase at Wells Fargo, improving team operations and productivity.

Record Digitization Project Leader

Successful transition of over 10,000 client files to a new digital system, significantly enhancing data retrieval processes at Wells Fargo.

Professional Development Pioneer

Organized professional development workshops at Bank of America, increasing staff productivity and achieving remarkable employee engagement.

Cost Reduction Strategist

Negotiated with office supply vendors to cut annual costs by \$5,000, effectively contributing to Bank of America's budget management.

SKILLS

Data Entry

Client Information Management

Proposals & Presentations

Teamwork

Project Management

Office Software Proficiency

COURSES

Advanced Excel Data Analysis

Intensive course covering advanced Excel features for data management and analysis, provided by Coursera.

Professional Presentation Techniques

Comprehensive course on creating and delivering engaging presentations, offered by LinkedIn Learning.

INTERESTS



Community Service

Actively volunteering in local community programs, aiming to improve quality of life within my city.



Continual Learning

I am passionate about lifelong learning and frequently attend workshops and seminars to enhance my professional skills.



Financial Technology Innovations

Keen interest in the latest innovations in fin-tech that streamline financial services and customer experience.