

# Marco Antonio Tuominen

## Administrative Professional

Los Angeles · California · US

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## Summary

Resourceful administrative professional with ten + years of experience delivering high-quality office support, customer service, and operational assistance across retail, health-care, and manufacturing environments. Known for meticulous calendar management, accurate data entry, and proactive problem-solving. Strong communicator fluent in English and Spanish, comfortable handling confidential information and coordinating multi-department projects. Seeking to leverage transferable skills to support the Site Director and senior staff at Charles River Laboratories.

## Experience

### Precision Packaging Solutions — Torrance, CA

Administrative Assistant – Operations Support | 01 Nov 2022 – Present

Provide daily administrative support to the Plant Manager and senior engineering team: manage calendars, arrange domestic/international travel, and process expense reports (average 45 reports per month).

- Coordinate weekly cross-functional meetings, prepare agendas, and capture accurate minutes; distribute action-item follow-ups to stakeholders.
- Oversee office inventory, negotiate with vendors, and implement a barcode-based supply-tracking system that reduced out-of-stock incidents by 12 %.
- Assist the HR team with onboarding paperwork and badge issuance for new hires.
- Contribute to the company's CSR newsletter by photographing events and drafting short internal posts.

### Bright Horizon Medical Clinic — Glendale, CA

Front Desk Receptionist / Administrative Support | 01 Mar 2019 – 01 Oct 2022

Greeted an average of 80 patients daily, managed multi-line phone system, and scheduled appointments using EPIC-Lite (non-clinical).

- Handled confidential patient correspondence, processed insurance verification requests, and maintained HIPAA-compliant filing system.
- Organized quarterly health-fair events, coordinating vendor logistics and producing promotional materials.
- Processed daily cash receipts and prepared bank deposits, achieving 100 % accuracy with zero discrepancies.

### LogiFlow Distribution — Santa Monica, CA

Office Administrator | 01 Jan 2015 – 01 Feb 2019

Managed office operations for a 25-person warehouse team: ordering supplies, maintaining equipment service contracts, and controlling a \$30 K annual supplies budget (cost savings of 15 % through renegotiated contracts).

- Produced weekly performance dashboards in Excel for senior management, summarizing shipping volumes, on-time delivery rates, and inventory turnover.
- Served as primary point of contact for external auditors, preparing required documentation and scheduling site visits.

### WellBeing Pharmacy (CVS Health) — Pasadena, CA

Customer Service Representative (Retail – Pharmacy Section) | 01 Jun 2012 – 01 Dec 2014

Assisted customers at the pharmacy counter, handling prescription drop-offs, medication inquiries, and POS transactions.

- Trained on basic medication terminology and insurance verification procedures (no direct dispensing responsibilities).
- Recognized for “Best Customer Feedback Score” (Q4 2013) with a 95 % satisfaction rating.

## FamilyMart Superstores — Los Angeles, CA

Sales Associate – General Retail | 01 May 2009 – 01 May 2012

Delivered front-line sales support, inventory restocking, and visual merchandising for a high-traffic department store.

- Implemented a new checkout lane workflow that reduced average customer wait time by 10 % during peak hours.

## Personal Development — Europe

Career Gap – Personal Development | 01 Jun 2008 – 01 Apr 2009

Traveled throughout Europe, volunteering with youth education programs (language tutoring, event coordination).

## Education & Training

### Associate of Arts, Business Administration

Los Angeles City College

01 Jan 2006 – 31 Dec 2008

## Skills

Calendar & travel coordination, Meeting facilitation & minute-taking, Office supply & inventory control, Expense reporting & accounts payable basics, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) – advanced user, Basic database entry (Access, SAP-Lite), Customer service & conflict resolution, Cash handling & POS operations, Document preparation & formatting, Event planning & logistics, Data-entry accuracy & quality control, Written & verbal communication, Time-management & multitasking, Basic project-support (task tracking, deadline monitoring), Team collaboration & cross-functional liaison

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Fluent

### Finnish | – Present

Conversational

## Certifications & Credentials

### Microsoft Office Specialist (MOS) – Excel | 2025-03-01

Microsoft

### Project Management Basics | 2025-09-01

Planned

## Awards

### Supply-Cost Reduction | 2023-01-01

Precision Packaging Solutions

Introduced a barcode-based ordering system at Precision Packaging Solutions, cutting supply back-orders by 12 % and saving \$3,800 annually.

### Event Coordination | 2022-01-01

Bright Horizon Medical Clinic

Managed the annual “Family Health Day” at Bright Horizon Medical Clinic, increasing community attendance by 35 % and securing three new local sponsorships.

### Process Improvement | 2023-06-01

Precision Packaging Solutions

Streamlined expense-report workflow for the Plant Manager, cutting processing time from 5 days to 2 days.

## Interests

Community photography, hiking, and sustainable living initiatives | – Present

References

Available upon request

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