

Teiva Franco

Administrative Professional

Cambridge · MA · US

tfranco@email.com | (617) 555-8421

Summary

Resourceful administrative professional with 7 years of progressive experience delivering front-line customer service, cash handling, and office support in retail and small-business environments. Proven ability to manage multi-tasked schedules, maintain accurate records, and communicate clearly with diverse stakeholders. Recent exposure to clerical duties—including filing, data entry, and meeting coordination—has prepared me to transition into a Level 2 Administrative Assistant role within a fast-paced academic setting. Eager to leverage strong Microsoft Office proficiency and a detail-oriented work ethic while continuing professional development (Microsoft Office Specialist certification in progress).

Experience

BrightPath Learning Center

Office Assistant | 01 Sep 2021 – Present

Provide daily administrative support to a team of 12 faculty and staff, handling ~150 inbound calls and greeting 30+ visitors per week.

- Manage calendars for senior educators, schedule meetings, and coordinate conference room logistics; reduced double booking incidents by 27 % within six months.
- Draft, proofread, and distribute meeting minutes and internal memos; ensure timely dissemination to all stakeholders.
- Oversee document control: filing, scanning, and electronic archiving of student records in compliance with FERPA type guidelines (basic).
- Maintain inventory of office supplies and classroom materials, implementing a reorder threshold that cut shortage occurrences by 15 %.

GreenLeaf Pharmacy & Grocery

Retail Associate | 01 Jan 2019 – 01 Aug 2021

Operated POS system, processed transactions averaging \$2,500 daily, and balanced cash drawers with 99.9 % accuracy.

- Assisted customers with prescription pickup coordination, liaising between pharmacy staff and patrons to ensure timely service (no direct dispensing duties).
- Conducted weekly stock counts and shelf restocking; identified and reported inventory discrepancies, contributing to a 10 % reduction in out of stock items.
- Provided front desk support: answering phones, handling inquiries, and directing clients to appropriate departments.

Harborside Community Center

Administrative Clerk | 01 Mar 2016 – 01 Dec 2018

Performed clerical duties—filing, photocopying, and data entry for program enrollment databases (approximately 300 records).

- Supported event planning for community workshops; prepared participant lists, mailed confirmations, and set up meeting rooms.
- Managed email inboxes for senior staff, triaging messages and responding to routine inquiries.

Horizon Call Center

Customer Service Representative | 01 Jun 2014 – 01 Feb 2016

Handled inbound calls for a telecommunications provider, achieving a 92 % customer satisfaction rating.

- Documented call details in CRM (Salesforce Lite), ensuring accurate follow up actions.
- Trained new hires on call scripts and call handling protocols (limited to observation and shadowing).

Trend Outfitters

Sales Associate | 01 May 2012 – 01 May 2014

Provided in store customer assistance, processed sales transactions, and performed weekly inventory audits.

- Assisted with visual merchandising and store opening/closing procedures.

Education & Training

Bachelor, Communications

University of Massachusetts Boston

01 Sep 2008 – 01 May 2012

Skills

Office Software, Administrative Tasks, Customer Service, Data Management, Communication, Financial Operations, Organizational Abilities, Team Collaboration

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Certifications

Microsoft Office Specialist (MOS) – Word & Excel | 2025-12-01

Microsoft

Microsoft Office Specialist (MOS) – Word & Excel – In progress (expected completion Dec 2025).

Basic Data Privacy Awareness (CIPP/US) | 2026-01-01

IAPP

Basic Data Privacy Awareness (CIPP/US) – Planned for 2026.

Awards

Employee of the Quarter | 2019-09-01

GreenLeaf Pharmacy & Grocery

Customer Service Excellence: Recognized as “Employee of the Quarter” (Q3 2019) at GreenLeaf Pharmacy & Grocery for consistently high accuracy in cash handling and proactive assistance to pharmacy customers.

Projects

Meeting Efficiency Initiative | 01 Jan 2022 – Present

Meeting Efficiency Initiative: Introduced a standardized agenda template at BrightPath Learning Center, shortening average meeting duration by 12 % while maintaining comprehensive minutes.

Process Improvement | 01 Jan 2023 – Present

Process Improvement: Developed a simple Excel tracker for office supply usage, reducing over-ordering costs by an estimated \$1,200 annually.

Interests

Digital organization tools, community gardening, contemporary literature | – Present

References

References

References: Available upon request.