# Emily Kučerová

*Administrative Professional*

Atlanta · GA · US

emily.kucerova@email.com | (404) 555-0123 | https://linkedin.com/in/emilykucerova

*Layout style: two-column*

|  |  |
| --- | --- |
| **Profile**  Highly organized administrative professional with 12 + years of progressive experience supporting government agencies and municipal offices. Proven ability to streamline office processes, maintain accurate records, and deliver excellent customer service to internal and external stakeholders. Recognized for strong analytical aptitude, meticulous attention to detail, and an upbeat, solutions‑oriented demeanor. Recently promoted to Program Associate at the Georgia Department of Transportation, where I lead a small team of clerical staff and manage complex document‑handling workflows for a multi‑million‑dollar transportation program.  **Skills**  Administrative & Office Management, Languages  **Languages**  Czech — Native speaker  English — Fluent  Spanish — Conversational  **Awards**  Employee of the Quarter (Q3 2022) | 2022-09-01  Georgia Department of Transportation  Recognized with Employee of the Quarter (Q3 2022) for outstanding service during a high‑volume project rollout.  Processing Cycle Time Reduction  Reduced processing cycle time for program documentation by 30 %, saving 3 days per submission and accelerating project approvals.  Cost Savings Achievement  Saved $15,000 annually by implementing a digital filing system and cutting paper‑related expenses.  Audit Accuracy Excellence  Achieved a 95 % audit accuracy rate for confidential records across two consecutive state audits.  Team Training Initiative  Spearheaded a team training initiative that increased new‑staff competency scores by 20 % within the first month.  **Certifications**  Certified Administrative Professional (CAP) | 2022-01-01  International Association of Administrative Professionals  Microsoft Office Specialist – Excel Expert | 2020-01-01  Microsoft  Project Management Fundamentals (PMI‑PMF) | 2019-01-01  Project Management Institute  Certified Administrative Professional (CAP) – IAP | 2022-01-01  IAP  Microsoft Office Specialist – Excel Expert | 2020-01-01  Microsoft  Project Management Fundamentals (PMI‑PMF) | 2019-01-01  PMI  **Interests**  Historical Preservation: Active member of the Atlanta Historical Society  Hiking & Trail Maintenance: Georgia Hiking Coalition | **Experience**  **Program Associate (Administrative) at Georgia Department of Transportation**  01 Apr 2021 – Present  Serve as primary administrator for the Transportation Infrastructure Funding Program, supporting a team of 8 program managers and handling an annual budget of $42 M. Promoted (2023) from Administrative Assistant to Program Associate after leading a process‑re‑engineering project that cut document‑processing time by 30 % (from 10 days to 7 days). Supervise two clerical assistants, providing coaching, performance feedback, and cross‑training on PeopleSoft and Records Management procedures. Prepare and edit monthly program performance reports, status dashboards, and presentation decks for senior leadership and legislative briefings. Maintain confidential payroll and vendor data, ensuring compliance with state procurement policies and audit standards. Manage the program’s filing system (electronic & physical) that holds over 12,000 records, achieving a 95 % accuracy rate during internal audits.   * Implemented a digital filing workflow that reduced paper usage by 18 % and saved ≈ $15 K in annual supply costs. * Recognized with Employee of the Quarter (Q3 2022) for outstanding service during a high‑volume project rollout.   **Office Assistant – Senior Administrative Support at City of Atlanta – Office of Community Services**  01 Jan 2016 – 01 Mar 2021  Provided full‑scope clerical support to the Community Services Director and a team of 12 program coordinators. Handled inbound calls (average ≈ 150 calls/day) with professional telephone etiquette, routing inquiries and resolving 85 % without escalation. Processed expense reports, invoices, and purchase orders, maintaining a zero error rate for three consecutive fiscal years. Coordinated all city‑wide workshops and public hearings, arranging logistics for venues accommodating up to 200 participants. Led a year‑long filing modernization project, transitioning legacy paper files to a SharePoint‑based system, resulting in a 40 % reduction in retrieval time.   * Developed a standardized onboarding checklist for new hires that cut training time by 20 % and improved compliance with municipal HR policies.   **Receptionist / Administrative Clerk at Atlanta Construction Services, LLC**  01 Jun 2013 – 01 Dec 2015  Managed front‑desk responsibilities for a fast‑paced construction firm, greeting clients, vendors, and subcontractors. Entered daily time‑cards and labor reports into QuickBooks, ensuring accurate payroll processing for a workforce of 45. Maintained equipment inventory logs and coordinated the procurement of safety gear, achieving a 100 % compliance audit score.   * Streamlined the mailroom workflow, reducing outbound mail processing time from 4 hours to 2 hours per day.   **Administrative Intern at BrightPath Consulting**  01 May 2010 – 01 Aug 2011  Assisted senior consultants with document preparation, data entry, and filing for client projects in the transportation sector. Conducted basic research on regulatory requirements, delivering succinct summaries to project leads.  **Education & Training**  **Associate of Applied Science, Business Administration**  Georgia State University  – 01 May 2011  **References**  **References**  Available upon request. |