

Sukhbaatar Rivas

Administrative Professional

Atlanta · Georgia · US

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Summary

Detail-oriented administrative professional with 12 years of experience in fast-paced retail, customer service, and office support environments. Proven ability to manage high-volume data entry, maintain accurate filing systems, handle cash and inventory, and provide courteous front-desk service. Demonstrates strong written communication, basic bookkeeping, and proficiency with standard office software (Microsoft Office, Google Workspace, and POS systems). Adept at learning new procedures quickly and supporting team members to meet daily operational goals. Seeking an entry-level Program Associate / Admin Assistant role where transferable skills can contribute to efficient program administration for the Georgia Department of Transportation.

Experience

The Green Grocer — Decatur, GA

Retail Operations Associate | 01 Jun 2019 – present

Retail Operations Associate at The Green Grocer, Decatur, GA.

- Processed daily cash receipts averaging \$8,000 and performed end-of-day reconciliation with a 99.8 % accuracy rate.
- Managed inventory for a 2,500 sq ft store, conducting weekly cycle counts and reducing stock-out incidents by 15 % through improved restocking procedures.
- Served as the primary point of contact for customer inquiries via phone and email, achieving a 92 % satisfaction rating on post-interaction surveys.
- Trained new hires (2–3 per quarter) on POS operation, cash handling, and basic record-keeping; documented training steps in a shared Google Sheet.
- Produced weekly sales and inventory reports for store manager using Excel pivot tables, enabling more informed ordering decisions.
- Key Achievement: Initiated a “Mid-Week Restock” schedule that decreased out-of-stock SKUs by 18 % within three months, contributing to a 4 % increase in weekly sales.

Metro Pharmacy — Atlanta, GA

Customer Service Representative | 01 Mar 2015 – 01 May 2019

Customer Service Representative at Metro Pharmacy, Atlanta, GA.

- Handled inbound calls, answered medication-related questions, and directed customers to the licensed pharmacist, maintaining HIPAA-compliant confidentiality.
- Entered prescription data into the pharmacy management system (basic entry only; no verification duties) and assisted with filing and archiving of paper records.
- Coordinated the front-desk schedule, maintaining the master calendar for 5 pharmacists and 12 technicians.
- Executed routine clerical tasks: faxing prescriptions, scanning insurance documents, and preparing daily cash deposits.
- Prepared monthly paperwork for inventory audits, ensuring accurate counts for controlled substances.
- Key Achievement: Recognized as “Employee of the Month” (January 2018) for consistently meeting call-response time targets (average 28 seconds) and achieving a 98 % accuracy rate in prescription data entry.

Atlanta Community Legal Aid — Atlanta, GA

Administrative Assistant (Part-time) | 01 Jan 2014 – 01 Feb 2015

Administrative Assistant (Part-time) at Atlanta Community Legal Aid, Atlanta, GA.

- Provided direct support to three attorneys, managing calendars, booking conference rooms, and preparing client intake forms.
- Drafted routine correspondence, meeting minutes, and simple legal summaries using MS Word and Outlook.
- Performed data entry for case management system (file updates, contact information) with a focus on confidentiality.
- Handled incoming mail, organized filing cabinets, and maintained a tracking log for document requests.
- Key Achievement: Developed a streamlined filing index that reduced document retrieval time by an estimated 30 % for the legal team.

SuperMart Supercenter — Lawrenceville, GA

Cashier / Stock Clerk | 01 Jul 2010 – 01 Dec 2013

Cashier / Stock Clerk at SuperMart Supercenter, Lawrenceville, GA.

- Managed cash register operations, processed customer transactions, and provided assistance with product location.
- Conducted nightly inventory checks for grocery and household goods sections; identified and reported discrepancies.
- Assisted in merchandising, including price-tag updates and promotional displays.
- Provided courteous service, handling complaints and escalations per store policy.
- Key Achievement: Awarded “Best Customer Service” (Q4 2012) for maintaining a low complaint rate (0.4 % of transactions) and receiving positive feedback from mystery shoppers.

Georgia Food Bank — Atlanta, GA

Volunteer Administrative Support | 01 Jan 2009 – 01 Jun 2010

Volunteer Administrative Support at Georgia Food Bank, Atlanta, GA.

- Supported the volunteer coordination team by maintaining sign-in sheets, scheduling shifts, and processing donations paperwork.
- Entered donor data into a basic spreadsheet system, ensuring accuracy for quarterly reporting.
- Career Gap: July 2020 – December 2020 – Took a six-month personal leave to care for an ill family member; remained engaged in professional development via online courses (Office Administration Basics, Coursera).

Education & Training

Associate of Applied Science, Business Administration

Georgia State University

– 01 May 2009

Skills

Data Entry & Record Keeping, Customer Service & Telephone Etiquette, Multi-line Phone Systems & Email Correspondence, Microsoft Office Suite, Google Workspace, Basic Bookkeeping & Cash Handling, Inventory Control & Stock Reconciliation, Scheduling & Calendar Management, Filing Systems, Drafting Routine Reports & Memos, Office Equipment Operation, Point-of-Sale (POS) & Retail Management Software, Time Management, Team Collaboration & Conflict Resolution, Basic Research for Customer Inquiries, Documentation of Compliance with Store Policies, Adaptability

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Certifications

Microsoft Office Specialist (Excel – Associate) | 2025-10-01

Microsoft

Certified Administrative Professional (CAP) – Georgia Chapter | 2026-03-01

International Association of Administrative Professionals

Awards

Employee of the Month – Metro Pharmacy | 2018-01-01

Metro Pharmacy

Employee of the Month – Metro Pharmacy (Jan 2018) – for exceptional call handling and data entry accuracy.

Best Customer Service Award – SuperMart Supercenter | 2012-10-01

SuperMart Supercenter

Best Customer Service Award – SuperMart Supercenter (Q4 2012) – low complaint rate and high mystery shopper scores.

Process Improvement Initiative – The Green Grocer | 2021-01-01

The Green Grocer

Process Improvement Initiative – The Green Grocer (2021) – introduced “Mid-Week Restock” schedule, boosting sales by 4 %.

Filing System Optimization – Atlanta Community Legal Aid | 2014-01-01

Atlanta Community Legal Aid

Filing System Optimization – Atlanta Community Legal Aid (2014) – reduced document retrieval time by ~30 %.

Interests

Community Gardening | – Present

Digital Photography | – Present

Local History Societies | – Present

References

Available upon request