

# Andrias Segura

## Permit Admin Assistant

Sunnyvale · Texas · US

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555-0123

## Profile

Seasoned administrative professional with 18 years of progressive experience supporting municipal and private-sector operations. Expert at managing high-volume permitting workflows, coordinating inspections, and delivering top-tier customer service. Proven ability to streamline processes, train junior staff, and maintain compliance with local, state, and federal regulations. Recognized for meticulous attention to detail, strong written communication, and a proactive, solutions-oriented mindset. Seeking to leverage a blended background in public-service permitting and office administration as a Permit Admin Assistant for the Town of Sunnyvale.

## Skills

Administrative & Office Management, Customer Service & Communication, Technical & Analytical, Additional Skills

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Professional proficiency

## Awards

### Outstanding Service Award | 2018-01-01

Town of Sunnyvale – Development Services Department

Recognized with the “Outstanding Service Award” (2018) for consistently high satisfaction scores across the Development Services Department.

## Certifications

### Certified Administrative Professional (CAP) | 2017-01-01

International Association of Administrative Professionals

### Project Management Professional (PMP) | 2021-01-01

Project Management Institute

### OSHA 10■Hour General Industry Safety | 2019-01-01

Occupational Safety and Health Administration

## Interests

### Personal Interests | – Present

- Trail hiking
- Historic preservation
- Regional cuisine exploration
- Amateur photography

## Experience

### Town of Sunnyvale – Development Services Department

Senior Permit Administrative Coordinator | 01 Apr 2021 – Present

Lead a team of 4 Permit Assistants in processing ≈ 4,800 commercial and residential permit applications annually, achieving a 98 % on-time filing rate—the highest in a 5-year period.

- Redesigned the electronic permit tracking workflow, reducing average processing time from 7 days to 4 days (43 %).
- Serve as primary liaison for subcontractor trade permits (plumbing, electrical, mechanical, roof, irrigation), handling ≈ 1,200 over-the-counter submissions per year.
- Conduct quarterly training sessions on the Town's permit software (ePermitPro) and compliance updates, improving staff certification compliance from 72 % to 100 %.
- Prepare and present monthly performance dashboards to the Development Services Manager, highlighting key metrics such as turnaround time, inspection scheduling efficiency, and revenue from permit fees.

### Town of Sunnyvale – Development Services Department

Permit Administrative Coordinator | 01 Jun 2016 – 31 Mar 2021

Managed end-to-end permitting for residential, commercial, sign, and temporary use projects, processing ≈ 3,200 applications annually.

- Coordinated inspection scheduling with the Building Inspection Division, achieving a 95 % compliance rate for timely inspections.
- Implemented a standardized filing taxonomy that reduced physical file retrieval time by 60 %.

### Town of Sunnyvale – Development Services Department

Administrative Assistant – Development Services | 01 Jan 2014 – 31 May 2016

Provided day-to-day clerical support to the Development Services team, handling correspondence, data entry, and public inquiries.

- Authored and edited permit-related communications, ensuring flawless spelling, grammar, and regulatory citations.

### Clearwater Construction Services – Administrative Division

Office Administrator | 01 Mar 2010 – 31 Dec 2013

Oversaw office operations for a mid-size construction firm, including vendor invoice processing, purchase order creation, and payroll support for ≈ 30 employees.

- Served as the primary point of contact for subcontractors, scheduling site inspections and managing compliance documentation.
- Introduced a digital filing system that decreased document loss incidents by 85 %.

### Sunrise Community Health – Customer Service Center

Customer Service Representative | 01 Jul 2006 – 28 Feb 2010

Handled inbound calls, emails, and walk-in inquiries for a network of 12 community health clinics, achieving a 96 % customer satisfaction score.

- Trained new hires on CRM software (Salesforce) and best practices for patient confidentiality (HIPAA).

### Sunrise Community Health – Customer Service Center

Receptionist | 01 Jun 2005 – 30 Jun 2006

Managed multi-line phone system, greeted visitors, and maintained appointment calendars for clinic physicians.

## Education & Training

### Bachelor of Science, Business Administration

University of Texas at San Antonio

– 01 May 2005

Result: 3.5/4.0

### Associate of Arts, Office Technology

San Antonio College

– 01 Dec 2003

## Projects

**Process Efficiency Initiative | 01 Apr 2021 – Present**

Cut average permit processing cycle by 3 days (■43 %) through workflow redesign and automation, saving the Town an estimated \$45,000 in labor costs per year.

**Team Leadership Development | 01 Apr 2021 – Present**

Built and mentored a high■performing Permit Assistant team that consistently met or exceeded Service Level Agreements (SLAs) for all permit categories.

**Compliance Excellence Program | 01 Apr 2021 – Present**

Achieved a 100 % staff certification compliance rate for required software and safety training within the first year of promotion.

**References**

Available upon request