# Zeinab Lysenko

*Permit Administrative Assistant (seeking)*

Sunnyvale · TX · US

zeinab.lysenko@email.com | (555) 219-0428

*Layout style: single-column*

## Summary

Detail‑oriented administrative professional with 9 years of progressive experience in customer‑facing and office support roles. Proven ability to manage high‑volume paperwork, coordinate schedules, and deliver courteous service while maintaining accuracy in data entry and document handling. Strong written communication, intermediate Microsoft Office proficiency, and a track record of improving workflow efficiency. Seeking to leverage transferable skills as a Permit Administrative Assistant for the Town of Sunnyvale.

## Experience

### Office Clerk (Temp Assignment) at CornerStone Staffing Support Services

01 Oct 2023 – Present

* Process daily inbound/outbound correspondence for multiple municipal clients, ensuring all forms are correctly filed and logged.
* Enter and update permits‑related data into client‑managed software, achieving a 98 % accuracy rate over the past 4 months.
* Answer general public inquiries, providing clear guidance on document submission requirements.
* Coordinate inspection appointments for subcontractors, maintaining up‑to‑date calendars for three separate departments.

### Customer Service Representative at BlueWave Call Center

01 Mar 2022 – 30 Sep 2023

* Handled an average of 80+ calls per shift, assisting customers with billing, service changes, and technical troubleshooting.
* Achieved 92 % customer satisfaction score, exceeding the departmental target by 5 %.
* Trained new hires on call scripts and CRM entry standards (2 months, 4 trainees).

### Administrative Assistant at Town of Oakridge, Planning Department

01 Jan 2020 – 28 Feb 2022

* Managed filing systems for building permits, zoning applications, and public notices; reduced file retrieval time by 20 %.
* Prepared and proof‑read correspondence, meeting notices, and agenda packets for weekly board meetings.
* Assisted in scheduling site inspections and maintained liaison with external contractors.

### Career Gap at

01 Jun 2019 – 31 Oct 2019

Career Gap – 4 months (Jun 2019 – Oct 2019) – Personal relocation and caregiving responsibilities.

### Front Desk Receptionist at Sunnyvale Community Health Center

01 Jul 2017 – 31 May 2019

* Served as first point of contact for patients and visitors; processed registration forms and insurance verification.
* Managed a multi‑line phone system, directing calls to appropriate departments and handling appointment scheduling.
* Maintained confidential medical records in compliance with HIPAA standards (no direct clinical duties).

### Retail Associate at GreenLeaf Pharmacy & Grocery

01 May 2014 – 30 Jun 2017

* Operated POS registers, processed cash and card transactions, and performed end‑of‑day reconciliations.
* Assisted with inventory counts and stock replenishment for over‑the‑counter health products.
* Provided friendly assistance to customers, answering product questions and handling returns.

## Education & Training

### Bachelor of Arts, Business Administration

University of Texas at Austin

01 Sep 2010 – 01 May 2014

### High School Diploma

Sunnyvale High School

01 Sep 2006 – 01 Jun 2010

## Skills

Office administration & record‑keeping, Customer service & front‑desk support, Data entry & database maintenance, Scheduling & calendar coordination, Document preparation & proofreading, Cash handling & POS transactions, Inventory control & stock reconciliation, Microsoft Office Suite, Basic accounting principles, Email & phone etiquette, Problem solving & conflict resolution, Time management & multitasking, Team collaboration & cross‑functional communication, Attention to detail & proofreading, Bilingual

## Languages

### English | – Present

Native speaker

### Ukrainian | – Present

Conversational

## Certifications & Credentials

### Certified Administrative Professional (CAP) | 2025-12-01

### OSHA 10‑Hour General Industry Safety | 2025-08-01

## Awards

### Document Accuracy Initiative | 2022-06-01

Implemented a double‑check system for permit filings at Oakridge Planning Department, raising document accuracy from 94 % to 98 % within six months.

### Customer Satisfaction Boost | 2022-09-01

Recognized as “Top Performer” Q3 2022 at BlueWave Call Center for achieving the highest CSAT score among a team of 25 agents.

### Process Efficiency | 2021-01-01

Streamlined cash‑out procedures at GreenLeaf, cutting reconciliation time by 15 % and reducing end‑of‑day errors.

## Interests

### Community gardening, digital photography, local history preservation | – Present

## References

### – Present