

Marija Chang

Administrative Professional

Fort Collins · Colorado · US

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Profile

Highly organized Administrative Professional with 15 + years of progressive experience supporting senior leadership, managing office operations, and delivering exceptional customer service in fast-paced environments. Proven track record of improving workflow efficiency, maintaining meticulous records, and acting as the trusted point of contact for internal and external stakeholders. Expert in the full Microsoft Office Suite (Excel, Outlook, Word, PowerPoint) and seasoned in multi-line phone systems, calendar management, and travel coordination.

Recognized for exceptional attention to detail, proactive problem-solving, and the ability to juggle competing priorities while maintaining a positive, collaborative workplace culture. Seeking a part-time Administrative Assistant role where strong organizational skills and a customer-focused mindset can contribute to the success of a large employer in Northern Colorado.

Skills

Microsoft Office Suite, Google Workspace, CRM & Database Management, Scheduling Software, Process Improvement, Accounting

Languages

English | – Present

Native speaker

Mandarin Chinese | – Present

Fluent

Spanish | – Present

Conversational

Awards

Employee of the Quarter | 2018-10-01

Express Pros

Recognized with Employee of the Quarter (Q4 2018) for outstanding

accuracy in expense reporting and proactive client outreach.

Outstanding Service | – Present

Express Pros senior leadership

Awarded “Outstanding Service” by Express Pros senior leadership for consistently achieving a >98 % accuracy rate in meeting minutes and action item tracking.

Certifications

Microsoft Office Specialist (MOS) – Expert (Excel & Outlook) | 2020-01-01

Certiport

Certified Administrative Professional (CAP) | 2019-01-01

IAAP

Lean Six Sigma Yellow Belt | 2021-01-01

GoLeanSixSigma

Interests

Outdoor & Creative Activities | – Present

- Hiking the Rocky Mountains
- Digital photography
- Community theater production design

Experience

Express Pros — Fort Collins, CO

Office Manager / Senior Administrative Analyst | 01 May 2019 – Present

Promoted from Administrative Assistant (see below) after 2 years of superior performance.

- Supervise a team of 5 administrative staff, handling scheduling, payroll entry, and daily operational reporting.
- Designed and implemented a standardized filing system that reduced document retrieval time by 38 %, saving the department an estimated \$12 K annually.
- Manage executive calendars for three senior managers, coordinating travel (domestic & international) and preparing detailed itineraries.
- Serve as primary contact for vendors, negotiating contracts and overseeing a \$150 K annual office supplies budget with a 5 % cost saving each year.
- Lead weekly “best practice” meetings to streamline email handling and phone triage, improving average first call resolution from 71 % to 89 %.

Express Pros — Fort Collins, CO

Administrative Assistant | 01 Jul 2017 – 01 May 2019

Provided comprehensive support to the Operations Director, handling a high volume multi-line phone system (up to 120 calls/day) and ensuring timely response to client inquiries.

- Produced monthly performance decks in PowerPoint for senior leadership, incorporating data analysis from Excel spreadsheets.
- Coordinated onboarding of 12 new hires, preparing workstations, access permissions, and introductory training materials.
- Recognized with Employee of the Quarter (Q4 2018) for outstanding accuracy in expense reporting and proactive client outreach.

PandoLogic — Loveland, CO

Customer Service & Administrative Coordinator | 01 Mar 2014 – 01 Jun 2017

Managed inbound and outbound communications for a client-facing support team, maintaining a 95 % satisfaction rating across a portfolio of 200+ accounts.

- Implemented a ticket tracking spreadsheet that reduced average resolution time from 2.4 days to 1.6 days.
- Assisted the HR department with benefits enrollment, payroll entry in ADP, and preparation of compliance documentation.
- Collaborated with the marketing team to produce quarterly newsletters using Mailchimp and PowerPoint, increasing open rates by 12 %.

NorthStar Manufacturing — Greeley, CO

Administrative Intern (College Cooperative) | 01 Sep 2011 – 01 Feb 2014

Supported the Office Manager with data entry, file organization, and preparation of purchase orders.

- Hand-typed and proofread technical manuals, ensuring adherence to corporate style guidelines.
- Served as the primary point of contact for the facility's delivery dock, coordinating scheduling for incoming shipments.

Freelance / Career Gap

Parental Leave and Consulting | 01 Jan 2020 – 01 Jul 2020

Career Gap – 2020 (6-month parental leave, followed by a short freelance consulting period for small businesses on Office 365 migration and process documentation).

Education & Training

Master of Business Administration, Management

University of Colorado – Colorado Springs

– 01 May 2018

Bachelor of Arts, Business Administration

Colorado State University – Fort Collins

– 01 May 2012

Projects

Process Automation – Macro-Enabled Excel Workbook | – Present

Developed a macro-enabled Excel workbook that automated monthly expense reconciliation, cutting processing time by 45 % and eliminating recurring data-entry errors.

Cost-Saving Bulk Purchasing Initiative | – Present

Negotiated bulk purchasing agreements for office supplies, delivering \$7 K in savings annually without compromising quality.

Mentorship Program for Administrative Hires | – Present

Designed a mentorship program for new administrative hires, resulting in a 30 % reduction in onboarding time and a measurable increase in employee engagement scores.

Office 365 Migration (Freelance, 2020) | 01 Jan 2020 – 31 Dec 2020

Assisted three local nonprofits in migrating email, calendar, and document storage to Office 365, training staff on new collaboration tools.

References

Available upon request