**Steve P. Esterly**

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**Job Objective:**

Dedicated, extremely organized, and highly competent Administrative Specialist seeking a challenging opportunity with a firm to use my skill-set and 6+ years of experience in providing necessary administration as well as management support for smooth functioning of the company.

**Summary of Skills:**

* Sound knowledge of various administrative tasks, including answering phone calls, sorting mails, and responding to client/customer queries
* In-depth information on managing office inventory of office requirements, preparing presentations or reports and writing correspondence documents
* Familiar with handling financial invoices, preparing budget reports, and awareness of arranging repairs/maintenance for computer systems & equipment
* Ability to coordinate between different departments for organizing and managing client meetings or corporate events
* Capable of performing multiple tasks in a highly stressful environment by prioritizing them to ensure completion of projects within deadline
* Ability to work in a team using strong organizational and communication skills
* Adept at greeting clients/customers with a friendly and cheerful demeanor

**Work Experience:**

Administrative Specialist

Cydedor Incorporation, Southfield, MI

December 2016 – Present

* Preparing reports containing accurate facts and figures related to the ongoing projects, and submitting it to office manager
* Assisting senior executives and office managers in their meetings with stakeholders by preparing to-the-point presentations and reports, including points of discussion
* Communicating customer complaints to the concerned department for timely resolutions, and writing correspondence letters to clients, vendors or advertising agencies
* Participating in special projects as instructed by the executive manager, and assisting in performing executing assignments
* Planning and coordinating team meetings, corporate events, and work schedules of personnel from different department with the help of the HR department
* Regularly checking computers on the office desks for proper installation of anti-virus software and scheduling repairs for the damaged systems or proper maintenance
* Coordinating with the administration department for managing events, and handling projects

General Office Clerk

ASRC Primal Solutions Pvt. Ltd., Southfield, MI

February 2014 – November 2016

* Served as a personal secretary to the senior executives, and answered their telephone calls
* Performed data entry tasks to enter project's accurate information in the database, and kept client-file records updated
* Coordinated with the technician to fix technical glitches in computer system, scanner, printer, photocopy machine and other equipment
* Prepared a comprehensive list of the items in shortage and placed monthly orders with the vendor
* Assisted to maintain financial records by handling client payments using spreadsheets, and checked monthly statistical report for ensuring accuracy
* Read and sorted incoming mail before forwarding them to the concerned department, and communicated appropriate responses by consulting with the team head for the project
* Efficiently operated fax machines and photocopiers to make copies of the business agreements to get it signed by the director and client before the start of the project

**Internship:**

Administrative Assistant

Go3 Solutions Incorporation, Southfield, MI

July 2012 - January 2014

* Answered incoming calls from customers to note down their complaints and ensured resolution of issues in minimal time
* Made appointments for executives, including travel and hotel accommodation
* Attended monthly internal meetings to take notes and recorded minutes of the meetings for ensuring immediate implementation of the discussed tasks
* Served as a single-point of contact for employees, customers, and prospective clients
* Wrote and issued mails regarding complicated issues to the concerned team/department under the supervision of office administrator
* Greeted customers, clients and personnel at the firm by managing the reception area, and gave appropriate directions to the first-time visitors
* Assisted in ordering, receiving, stocking and distributing of office supplies to various department

**Education:**

* Bachelor's Degree in Business Administration   
  Central Michigan University, Southfield, MI   
  2011

**Diploma in Office Management**

* Central Michigan University, Southfield, MI  
  2012

**Reference:**

On request.