**Eddie G. Stephens**

3476 Browning Lane

Binghamton, NY13901

Phone: 607-183-9102

Email: eddie.stephens@anymail.com

**Career Summary:**

Experienced, friendly, and dedicated Office Administrator familiar with the various office management procedures. Adept at maintaining calendars, managing correspondences, and addressing queries. Capable of performing clerical duties and providing required administrative support. Ability to gel well with the team and possess excellent soft skills.

**Summary of Skills:**

* Sound knowledge of office and client relationship management
* Expertise in handling calls, mails, and other documents to maintain long-term relationships with clients
* Expertise in understanding clients' issues, and directing problems to the concerned department for timely resolutions
* Familiar with maintaining records, office management procedures, and repairing computer systems/equipment
* Adept at greeting and receiving guests, clients and ensuring a rich experience at the organization
* Expertise in using computer applications like MS Office Suite, Spreadsheets and Office Management software
* Team player with strong organizational skills and possess a problem-solving attitude
* Exceptional interpersonal and communication skills

**Work Experience:**

Office Coordinator

TEGNA Enterprises, Binghamton, NY

May 2016 – Present

* Managing office logistics and supply by replenishing stocks, and maintaining cordial vendor relations
* Addressing and managing office work flow tasks, including tracking, organizing reports, and mailing project progress status to clients
* Ensuring HR database is updated with the new hires and term information
* Making client appointments and setting up monthly internal team meetings
* Organizing and coordinating with vendors for holding events
* Providing support to the administration department
* Tracking leave, and travel expenses of office personnel, and coordinating with the account department for accurate calculation of salary
* Managing reception desk during core business hours

Office Coordinator

CUNA Mutual Group, Binghamton, NY

October 2013 – April 2016

* Managed incoming calls and directed them to correct extension or voice-mail by using multi-line switchboard
* Ensured effective company-wide internal correspondences among different departments by distributing paper memos, and updating on the intranet
* Coordinated all travel and accommodation arrangements for the staff for interstate client meetings, and submitted expense reports
* Processed and maintained payroll flag sheets, and project records to submit accurate reports to the management
* Maintained adequate stock of office supplies and submitted purchase requests to the management
* Took responsibility to schedule interview of prospective candidates with the HR department, and coordinated the group interview process
* Ensured operational and administrative issues are timely addressed by providing satisfactory solutions

**Apprenticeship:**

Office Associate

GAP Solutions Incorporation, Binghamton, NY

August 2012 – September 2013

* Greeted guests, clients and employees to understand their requirements, and ensured fulfillment of the same
* Prepared and drafted correspondences, including weekly status mail or project agreements with clients for building positive work relationships
* Coordinated with different departments and assisted in typing, mailing, copying, and filing correspondences such as engagement letters, reports etc.
* Regularly assessed office computer systems and contacted technicians for repair
* Maintained cleanliness at the workplace, and ensured sufficient office supplies in the conference room, pantry, and personnel desk
* Performed word processing, data entry, and other clerical duties as instructed by the supervisor
* Answered customer calls to understand their issues, and transferred the call to the concerned department
* Managed office facility by handling inventory levels, and purchasing office items as needed

**Education:**

* Bachelor's Degree in Business Administration Binghamton University, Binghamton, NY 2012

**Reference:**

On request.