**Frank M. Bernette**

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**Career Summary:**

Independent, highly-motivated and confident Office Administrator with over 5+ years of experience in handling office administration and performing management duties. Expertise in maintaining schedules, ordering inventory stock and coordinating team activities. Capable of reviewing reports, implementing effective policies and maintaining long-term relations with the clients using strong communication skills.

**Summary of Skills:**

* Extensive experience managing calendar, office inventory, and delegating tasks among the team members
* In-depth information about handling significant administrative operations
* Familiar with office management principles, and ability to coordinate with personnel from different departments
* Adept at answering calls, keeping project progress records, and maintaining reports
* Expertise in reviewing and redesigning company policies as required
* Strong multi-tasking, time-management, and decision-making abilities
* Team player having exceptional interpersonal and communication skills

**Work Experience:**

Office Administrator

BF Innovation Inc., Charlotte, NC

April 2017 – Present

* Delegating, guiding, and supervising tasks given to the team
* Providing administrative support to the operations team by answering complicated queries of customers or escalating complex issues to senior executives
* Submitting timely reports about project status or employees' performance feedback to management
* Reviewing monthly reports for understanding customer complaints, and assuring provision of resolutions
* Responsibly handling various clerical duties such as calls, correspondence letters, answering mails, and preparing business agreement documents
* Performing various duties, including managing senior executive schedules, keeping up-to-date records, and delegating tasks among the teams
* Maintaining office computer systems, peripherals and other equipment by scheduling timely repairs
* Submitting timely records and reports regarding staff for the office manager's review, and implementing suggestions to improve efficiency

Office Administrator (part-time)

UNC Services, Charlotte, NC

November 2015 – March 2017

* Understood client requirements, prepared business agreements, and coordinated with the team heads to allocate tasks to the staff
* Regularly checked office computer systems for viruses or malware, and installed appropriate security software to protect confidential data
* Took responsibility to create and update records by maintaining an accurate employee, client and financial database
* Coordinated with different departments to manage phone calls as well as correspondence such as mails, letters, packages etc.
* Managed to prepare summarized reports on client agendas before booking appointments and make necessary travel arrangements for the meeting
* Supervised the administrative staff to coordinate office activities and operations for ensuring compliance with the company's policies
* Collaborated with the finance department to perform duties such as accounting tasks that involved invoicing and budget tracking
* Coordinated with the sales and management team to fasten the agreements for prospective customers interested in signing business deals with the organization

**Internship**

Administrative Support Associate

SmartSource Solutions, Charlotte, NC

August 2013 – September 2015

* Took responsibility to ensure signing of business agreements from both parties, reviewed proposal documents, and processed renewals
* Greeted visitors, clients, noted their purpose and directed them to the appropriate department
* Provided administrative support for facilitating operations, including ordering supplies, processing purchase orders or other duties as needed
* Oversaw inventory management, prepared accurate list of the required items and reconciled monthly bills
* Checked and managed calendars of senior executives before scheduling the appointments of prospective clients
* Provided the support for performing various tasks such as equipment deliveries, machine repairs and keeping the records updated
* Answered more than 50 calls per week to note down queries, product use issues and end user complaints for timely resolutions of the problems

**Education:**

* Bachelor's Degree in Business Administration  
  University of North Carolina, Charlotte, NC   
  2013

**Certifications:**

* Diploma in Office Management, 2014

**Reference:**

On request.