**Federal Resume Example**

**Crystal M. Perez**

2453 Massachusetts Avenue

Washington, D.C. 20036

202-776-8043

crystal.m.perez@gmail.com

**Citizenship**: United States

**Veteran’s Preference**: N/A

**Security Clearance**: N/A

**Availability**: Permanent, Full-Time

**Desired Locations**: US, Mid-Atlantic Region

**Objective**

Detail-oriented administrative assistant with 3+ years of accounting expertise, multitasking skills, and experience supporting a fast-paced office setting of 100+ employees. Seeking to obtain the position of **Administrative Support Assistant**, Office of the Architect of the Capitol (AOC), **Announcement #1900588FMDE, Series 2210, GS-13**.

**Work Experience**

**Administrative Assistant**
July 2016–October 2019
Janus Agency

4767 Massachusetts Avenue, Washington, D.C. 20011

May Contact Supervisor: Janice Jones, 202-413-8732

Full-Time, 40 Hours/Week, $35,400/Year

**Administrative Job Responsibilities**

* Provided excellent office support and service to all employees, visitors, and clients of a large, multinational sales agency.
* Answered 50+ phone calls and 100+ emails per day while keeping private information confidential and secure.
* Used a variety of office and support software, including Microsoft Office, Google Docs, and Sales force CRM, and calendar appointment tools.
* Overhauled organizational filing system and exported to cloud to save $15,000/yearly in overhead.

**Office Assistant**
May 2015–July 2016
Victory Publishing Partners

3950 Gold cliff Circle, Washington, D.C. 20036

May Contact Supervisor: David V. Brown, 202-907-7404

Full-Time, 40 Hours/Week, $25,900/Year

**Clerical Job Responsibilities:**

* Provided administrative and clerical assistant for a medium-sized office of 45+ employees.
* Maintained company and employee calendars and kept meetings and events up-to-date and properly scheduled.
* Organized all company literature and employee documentation in a secure and private manner.
* Screened and replied to over 25 calls and 50 emails per working shift.

**Volunteer Experience**

**Volunteer Admin Assistant**
July 2017–October 2019
Second Chance Group

1524 Northwest Boulevard, Washington, D.C. 20008

May Contact Supervisor: Donald A. Flores, 202-204-5377

Part-Time, 5–10 Hours/Week

**Administrative Responsibilities**

* Provided uncompensated secretarial assistance for large DC nonprofit helping homeless veterans find job placements.
* Helped over 120 veterans obtain government and private-sector jobs in 2018.
* Maintained confidential records of 500+ veteran clients at any given time.

**Education**

**Bachelor of Science in Business Administration**

*University of Georgia, Terry College of Business, Athens, GA*

**Graduation**: 2016

**GPA**: 3.8

**Relevant Coursework**: Financial Management, Administrative Procedures, Business Ethics and Law, Operations Management, Organizational Behavior, Management Information Systems, Project Management, Strategic Business Planning, Business Communications.

**High School Diploma**

*Thomas Hardaway High School, Athens, GA*

**Graduation**: 2013

**Key Skills**

* Organizational Skills
* Administrative Software (Microsoft Office, Google Calendar, CRM)
* Problem Solving & Troubleshooting Skills
* Resourcefulness & Initiative
* Customer Service Skills

**Certifications**

* NCCB Administrative Assistant Certification (CAA)
* ASAP Administrative Certification of Excellence (PACE)

**Memberships**

* American Society of Administrative Professionals (ASAP)
* International Association of Administrative Professionals (IAAP)

**Awards & Recognition**

* 2018 Award for Administrative Excellence, Mid-Atlantic Office Workers Assc.

**Industry Training**

* 4-Week Office Administration Bootcamp, Tysons Corner, VA (April–May 2018)

**Languages**

* Latin American Spanish: Bilingual Proficiency