


# Ysabel Frymyer

## Administrative Assistant

I am an administrative assistant with over 4 years of experience providing support to executive staff in a variety of industries. I have superior organizational skills and can handle multiple tasks simultaneously while maintaining a high level of accuracy and attention to detail. I possess excellent verbal and written communication skills, as well as strong interpersonal skills that enable me to interact effectively with people at all levels. In addition, I am proficient in a variety of computer software applications including Microsoft Office Suite (Word, Excel, PowerPoint).

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345 Buckland Hills Drive,  
Manchester, CT 06042 

### Education

**Associate's degree in  
Business Administration at  
Northeastern University,  
Boston, MA**

Aug 2012 - May 2017

Some of the technical skills  
I learned while studying  
for my Bachelor's degree  
in Administrative Assistance  
include writing, research,  
customer service, and database  
management.

### Links

[linkedin.com/in/ysabelfrymyer](https://www.linkedin.com/in/ysabelfrymyer)

### Skills

Computer skills: Microsoft  
Office Suite, Google Docs,  
Adobe Acrobat

Scheduling and calendar  
management

Project management

Filing and recordskeeping

Bookkeeping and accounting

Transcription

Proofreading

### Employment History

#### Executive Administrative Assistant at Apple

Apr 2022 - Present

- Maintained 97% accuracy in data entry for customer invoices and purchase orders.
- Answered an average of 80 inquiries per day from customers regarding their order status or product questions, providing exceptional customer service that resulted in a 95% satisfaction rating according to company surveys.
- Demonstrated superb organizational skills by managing the daily schedules of 3 executives, resulting in increased efficiency and productivity within the department by 15%.
- Successfully completed special projects as requested by upper management, such as having excellent attention to detail when creating PowerPoint presentations for important sales meetings which led to closing \$5 million dollars worth of new business deals..
- Researched and resolved any issues with vendor accounts while maintaining a positive relationship between our company and vendors

#### Senior Administrative Assistant at Microsoft

Jul 2017 - Mar 2022

- Maintained an organized and efficient office by successfully completing assigned tasks, including but not limited to:
- Answering telephones and routing calls appropriately
- Drafting routine correspondence independently or under general supervision
- Filing and retrieving documents as needed
- Acted as first point of contact with clients and guests, providing exceptional customer service at all times by maintaining a professional demeanor while displaying a high level of enthusiasm for the company.
- Exercised discretion when handling confidential information pertaining to employees, customers, vendors, etc., always maintaining the highest degree of confidentiality possible.
- Reduced Company expenses related to travel bookings by 10% through effective negotiation with hotels/vendors
- Arranged international business travel for 14 executives, traveled with CEO on all domestic business trips

### Certificates

**Certified Administrative Professional (CAP), Administrative  
Professional Association**

Sep 2020

## Languages

English

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Dutch

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**Microsoft Office Specialist (MOS), Microsoft Office Specialist**  
Apr 2019

**Microsoft Certified Solutions Associate (MCSA), Microsoft Corporation**  
Jan 2018

**Intuit QuickBooks ProAdvisor, Intuit QuickBooks ProAdvisor**