

Rosalynd Annand

Office Manager

✉ rosalynd.annand@gmail.com

☎ 101-758-1005

📍 3138 Banneker Drive
Northeast, Washington, DC
20018

Education

Associate's Degree at Johns Hopkins University, Baltimore, MD

Aug 2013 - May 2017

I learned how to manage office operations, including handling finances and budgeting, scheduling appointments and events, order supplies, preparing documents for meetings.

Links

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

Skills

Computer skills: Microsoft Office Suite, Google Docs, etc.

Filing and organization

Scheduling

Answering phones/screening calls

Taking messages

Greeting' customers or clients

Languages

English

French

Profile

I have more than five years of experience managing office operations and projects. I am an expert at handling customer inquiries, creating systems to streamline office procedures, ordering supplies and maintaining inventory levels, coordinating events, overseeing special projects, and serving as the go-to person for all administrative needs. I pride myself on staying calm under pressure, being highly organized and detail oriented, always completing tasks efficiently and accurately.

Employment History

Office Manager at The Mayo Clinic (Minnesota)

Mar 2022 - Present

- Oversaw complete office renovation while maintaining regular business operations.
- Successfully implemented new customer service initiatives that resulted in a 15% increase in customer satisfaction ratings.
- Developed and executed an employee retention strategy that decreased turnover by 23%.
- Created a more efficient filing system that reduced the time spent searching for documents by 30%.
- Planned and coordinated all company events, including trade shows, conferences, and holiday parties.

Executive Office Manager at Texas Health Presbyterian Hospital Dallas

Sep 2017 - Feb 2022

- Maintained an organized and efficient office by creating and implementing systems for paper word station's flow, scheduling, meetings, and events.
- Acted as first point of contact with customers and vendors; managed all inbound calls maintaining a high degree of customer service.
- Demonstrated exceptional written communication skills by composing clear, concise emails on behalf of the company to clients regularly updating them on project status updates.
- Streamlined supply ordering process saving the company 15% annually in operational costs.
- Negotiated more favorable terms with key vendors resulting in \$2300/year in savings.

Certificates

Certified Professional Secretary (CPS), International Association of Administrative Professionals (IAAP)

Jun 2020

Registered Health Information Administrator (RHIA), Simply Healthcare

Apr 2019

Accredited Business Communicator (ABC)

Jul 2017