

NYLS TERRAZAS

Administrative Assistant II

✉ nyls.terrazas@email.com

☎ (123) 456-7890

📍 Detroit, MI

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Arts
Strategic Communication

Calvin University

📅 2008 - 2012

📍 Grand Rapids, MI

SKILLS

- Google Workspace
- Microsoft Office Suite
- Event Planning
- Employee Recruitment
- Cross-departmental Collaboration
- Organization
- Bilingual (ASL)

CAREER OBJECTIVE

Seasoned administrative assistant with a demonstrated 10+ year history of accelerating business operations. Oversaw daily operations and planned events for Wayne State University's chemistry department, achieving the highest rate of program involvement in 50+ years. Excited to bring talents with organization, digitization, and employee satisfaction as an administrative assistant at Michigan State University.

WORK EXPERIENCE

Administrative Specialist

Wayne State University

📅 2019 - current 📍 Detroit, MI

- Collected and presented data on chemistry department performance, using results to bolster program offerings, **increasing self-reported program satisfaction among students by 18%**
- Designed events calendar with 45% more events, increasing revenue from ticket sales by 89% and student engagement by 47%
- Implemented inventory control software to monitor department supplies, reducing the number of stock-outs by 88%
- Answered department calls across 4 phone lines, answering questions and directing callers to appropriate resources on campus

Administrative Assistant II

City of Rochester Hills

📅 2017 - 2019 📍 Rochester Hills, MI

- Collaborated with 4 team leaders to highlight and track action items during meetings, **reducing city improvement project times by 9%**
- Assessed proposals and budget sheets for 20+ subcontractors
- Handled onboarding processes for 6 new full-time employees, decreasing time-to-productivity by 24%
- Designed 30+ forms and reports for prospective vendors
- Managed 8 executive calendars and coordinated weekly team-wide meetings for 129 staff members

Executive Assistant

Comerica Bank

📅 2012 - 2017 📍 Livonia, MI

- Networked on LinkedIn and created group of 10K+ contacts, resulting in 28 new banking vendors and partners
- Organized internal and external events, including 2 company-wide conferences with 400+ attendees, increasing revenue by 8%