




# NYLS TERRAZAS


## ADMINISTRATIVE ASSISTANT II

### CONTACT

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(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)

### 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%