ATHENA OLSEN

Business Administrator

✉ athena.olsen@email.com

📞 (123) 456-7890

📍 Malvern, PA

in [LinkedIn](#)

EDUCATION

Master of Business Administration

Wharton School of the University of Pennsylvania

📅 2010 - 2012

📍 Philadelphia, PA

Bachelor of Science

Economics with a Concentration in Business Administration

Wharton School of the University of Pennsylvania

📅 2006 - 2010

📍 Philadelphia, PA

SKILLS

- Microsoft Outlook
- Microsoft Teams
- HubSpot CRM
- Oracle NetSuite
- QlikView
- Xero
- BambooHR
- Basecamp
- Prezi
- Domo

CAREER OBJECTIVE

Business administration professional with organization, client relations, and project management skills to spur growth by attracting new and retaining existing clients. A cross-functional team player, an effective problem solver, and a tech-equipped fit for The Brixton Group.

WORK EXPERIENCE

Business Administrator

Vanguard Group

📅 2018 - current   📍 Malvern, PA

- Reduced onboarding time for new staff by 43% by removing inconsistencies in processes and maintaining documentation in Outlook
- Deployed Hubspot CRM to improve client satisfaction rate from 22% to 77%
- Implemented austerity measures that *cut down quarterly office supplies and travel expenses by $2M*
- Used BambooHR to shorten the hiring process by 47%, saving $10M+ in HR annual costs

Business Analyst

AmerisourceBergen

📅 2015 - 2018   📍 Conshohocken, PA

- Improved Total Quality Control (TQC) system across departments, increasing productivity by 67%
- Integrated Basecamp into sale processes, which eliminated 56% of staff errors
- **Grew annual income by 92%** by acting on QlikView reports to implement value-added business strategies
- Built an advanced revenue trends forecasting model with an accuracy of 99% prediction

Operations Manager

Urban Outfitters, Inc

📅 2012 - 2015   📍 Philadelphia, PA

- Updated a management policy for entry-level staff, increasing retention rates by 59%
- Utilized Prezi to create an in-house presentation on interpersonal skills that accelerated problem-solving by 81%
- Relied on Xero data to **reduce weekly payroll waste by 11%**
- Increased customer NPS score by 42% by helping the customer support team to roll out a robust reporting system