



WILLIAM PEREZ

Bilingual Administrative Assistant

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Bilingual - Fluent In Spanish And English



Typing: 65 Wpm



Project Coordination



Crm Software And Document Management Systems



Basic Accounting



Quality Assurance



INTERESTS

- ★ Surfing
- 🌐 Martial Arts
- 👥 Community Service
- 📝 Blogging

STRENGTHS

- ⌚ Patience
- 🏔 Perseverance
- 📅 Planning
- ⚙ Positivity

LANGUAGES



ACHIEVEMENTS

- ★ Successfully managed scheduling for over 50 client appointments weekly, improving team productivity by 20%.

PROFESSIONAL SUMMARY

Proficient bilingual administrative assistant with five years of experience in enhancing office efficiency and client support. Skilled in managing schedules, facilitating communication, and maintaining accurate documentation. Known for fostering collaboration in diverse teams and streamlining workflows to ensure operational excellence and client satisfaction.

WORK EXPERIENCE

Bilingual Administrative Assistant

📅 Mar / 2021-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Maintain a professional demeanor while providing bilingual support to clients, ensuring effective communication.
2. Efficiently manage incoming calls and route them to appropriate personnel, exercising sound judgment in screening.
3. Document client interactions accurately in the database, maintaining detailed call logs for reference.
4. Enroll clients by gathering and inputting confidential information with precision and care.
5. Follow up with clients to deliver necessary support services and educate them on processes.
6. Conduct thorough research to identify treatment services available across the United States for clients.
7. Provide resources to clients through various channels, including verbal, email, and fax communications.

Bilingual Administrative Assistant

📅 Mar / 2020-Mar / 2021

Crescent Moon Design

📍 Portland, OR

1. Reported directly to three Executive Plant Managers, providing administrative support tailored to their needs.
2. Screened and greeted visitors and telephone inquiries, addressing human resource issues and managing petty cash.
3. Maintained calendars, arranged travel, and coordinated meetings, trainings, and catering services.
4. Created presentations, documents, and meeting minutes for executive staff, enhancing communication efficiency.
5. Acted as a liaison between staff and the public in both Chula Vista and Tijuana facilities, ensuring clear communication.
6. Managed departmental office supply orders, ensuring timely availability of resources.

EDUCATION

Associate of Arts in Business Administration

📅 Mar / 2019 - Mar / 2020

City College

📍 Phoenix, AZ

Focused on administrative and management principles, enhancing organizational skills.