



# MIA TAYLOR

## Business Support Specialist

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🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Resourceful Business Support Specialist with 5 years of experience driving operational excellence through strategic administrative support and effective project management. Expertise in process optimization, budget oversight, and cross-functional collaboration. Aiming to leverage analytical skills and innovative solutions to enhance organizational efficiency and client satisfaction.

### WORK EXPERIENCE

#### Business Support Specialist

📅 Feb / 2021-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Prepare and manage grant budgets, ensuring timely submissions and compliance with financial regulations.
2. Monitor and analyze monthly fiscal reports, addressing budget discrepancies proactively.
3. Handled customer inquiries and resolved issues promptly and professionally.
4. Process personnel and payroll actions, managing updates for merit increases and transfers.
5. Supervise a team of one administrative assistant and nine graduate students, enhancing productivity through effective training.
6. Develop and implement new office procedures to improve operational efficiency.
7. Consult with leadership on staffing decisions and the creation of offer letters.

#### Business Support Specialist

📅 Feb / 2020-Feb / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Support daily operations at the Andover Order Fulfillment center, ensuring smooth workflow.
2. Collaborate with end-users to manage SAP and Q2O system inquiries effectively.
3. Facilitate internal workflow tool enhancements, documenting requirements and coordinating with developers.
4. Conduct user acceptance testing to validate system changes and train end-users on new functionalities.
5. Organize training sessions for Andover Commercial Ops Specialists to enhance their operational efficiency.

### EDUCATION

#### Bachelor of Business Administration

📅 Feb / 2019 - Feb / 2020

University of XYZ

📍 Phoenix, AZ

Focused on business management and administrative processes.

### SKILLS

Windows Operating System



Encompass Software



Microsoft Excel



Microsoft Word



Microsoft Powerpoint



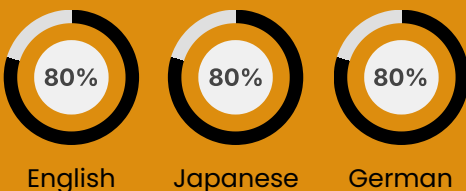
### INTERESTS

- ★ Surfing
- 🥋 Martial Arts
- 🏠 Community Service
- 👥 Blogging

### STRENGTHS

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

### LANGUAGES



### ACHIEVEMENTS

- ★ Streamlined administrative processes, reducing operational costs by 15%.
- ★ Facilitated the successful implementation of a new budgeting system, improving accuracy by 20%.