

Davina Kotrla

Office Administrator

Profile

In the past 3 years, I have gained extensive experience as an office administrator in a fast-paced corporate environment. I am highly organized and efficient, with excellent time management skills. I have superb interpersonal and communication skills, which are essential in dealing with customers, clients, and staff on a daily basis. My computer skills are also advanced, allowing me to effectively manage all administrative tasks using various software applications. In addition to my administrative duties, I also provide secretarial support when required. Overall, I am a reliable and hardworking individual who is more than capable of meeting the demands of any busy office

Employment History

Office Administrator at Sunbeam Family Health, ME

May 2022 - Present

- Successfully managed and operated an office with a staff of 15.
- Implemented new systems and processes that increased efficiency by 30%.
- Decreased overhead costs by 20% through effective vendor management.
- Increase sales by 10% through developing creative marketing campaigns.
- Trained and supervised 4 new employees.

Office Assistant at Coastal Family Health Center, ME

Sep 2019 - Mar 2022

- Answered and directed an average of 50 calls per day.
- Processed approximately 100 invoices per week.
- Entered data for new customer accounts 95% accurately.
- Maintained the office supply inventory, ordering supplies as needed.
- Created weekly reports detailing office expenses and budgetary concerns.
- Assisted in planning company events such as holiday parties and team-building exercises.

Certificates

Certified Administrative Professional (CAP)

Oct 2020

Certified Professional Secretary (CPS)

Mar 2019

Memberships

American Association of Administrative Professionals

International Association of Administrative Professionals

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📍 284 Wabanaki Way, Old Orchard Beach, ME 04064

Education

High School Diploma at Portland High School, Portland, ME

Sep 2014 - May 2019

I've learned how to read, write, and do math.

Links

[linkedin.com/in/davinakotrla](https://www.linkedin.com/in/davinakotrla)

Skills

Microsoft Office

Google Docs

QuickBooks

Customer Service

Data Entry

Filing/Organization • Scheduling

Languages

English

Italian

Hobbies

Organizing

Filing

Answering phones