**Michael D. Wilson**

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**Career Summary:**

Highly-dedicated, well-experienced, and dynamic Office Administrator seeking a managerial position with an organization to use my expertise and vast knowledge in effectively carrying out clerical duties and providing the required support.

**Summary of Skills:**

* Sound working knowledge of various administrative procedures, including greeting clients, answering calls, and fixing appointments
* Expertise in preparing correspondences such as taking messages, responding to mails, preparing invoices/bills, and managing bank deposits
* Adept at coordinating travel and accommodation arrangements for the company's staff employees for outdoor meetings with clients
* Ability to work in fast-paced environments for handling heavy volume tasks with proper priorities and meeting project deadlines
* Proficient in working on MS Office Suite, GIS software, tracking courier deliveries, maintaining spreadsheets and making accurate entries into the database
* Good leadership qualities and ability to delegate work to the support staff to ensure completion of projects on time
* Team player with strong organizational and communication skills

**Work Experience:**

Office Administrator – MAXIMUS Services

Dallas, TX 75201

November 2016 – Present

* Coordinating and planning for office services, including accommodation, equipment maintenance and placing order for inventory supplies
* Answering incoming calls/mails from the customers and escalating complex issues/ queries to the office manager
* Attending to walk-in clients and arranging meetings with the senior executives after checking their daily schedules
* Assessing office inventory stock and preparing list for placing orders of the required supplies with the concerned vendor
* Responsible for preparing documentation that includes editing invoices, maintaining monthly cash reports, and performing bank deposits
* Assisting with documenting office procedures and policies, and identifying improvement to increase efficiency of services for client satisfaction
* Performing various duties like ensuring clean office premises, handling parking facility, timely delivery of packages and supervising administration interns

Entry level Office Administrator

John White Trucking Ltd., Dallas, TX

June 2015 – October 2016

* Performed all front desk duties by greeting clients and escorted them to the appropriate officer's cabin
* Efficiently carried out clerical duties, including answering phone calls, responding to mails, and collecting feedback for improving services
* Coordinated with the accounting team to prepare billing invoices for the customers, and entered accurate information in the database
* Took responsibility to schedule travel and accommodation arrangements for the staff as well as senior executives for outdoor meetings with interstate clients
* Tracked delivery trucks through GIS software to ensure timely distribution of packages to the customers, and prepared accurate weekly reports
* Worked with senior executives to attend client meetings and noted down minutes of the discussion to incorporate it in the business agreements
* Collaborated with other employees to establish work priorities during heavy load of tasks, and ensured proper procedures are followed to meet deadlines

**Apprenticeship:**

Office Assistant

Calgary Enterprises, Dallas, TX

August 2013 – May 2015

* Performed various correspondence duties, including greeting customers/clients, answered phone calls, took messages for senior executives, and set up conference rooms for meetings
* Took responsibility to pick up, sort and distribute incoming mail as well as handled FedEx or OfficeMax deliveries by packaging and labeling outgoing mail for company as needed
* Copied and scanned voluminous documents related to client agreements as well as performed PDF conversions for accurate document production
* Regularly assessed machines on the floor to contact repair technicians for proper maintenance and upkeep of computer system, and other equipment
* Maintained accurate information on senior executive's calendars to confirm appointments with prospective clients, and gave timely reminders
* Examined the inventory level and prepared list of the items in short stock to send it to the concerned vendor after getting approval from the management
* Provided required administrative support to the personnel from various department for ensuring smooth functioning of the work processes

**Education:**

* Bachelor's Degree in Business Administration   
  Southern Methodist University, Dallas, TX  
  2012

**Affiliation:**

* The National Office Managers Association of America  
  Member since 2016

**Reference:**

On request.