**Danny P. Hinton**

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**Career Summary:**

Self-driven, highly-motivated and client-oriented Branch Office Administrator with over 5+ years of experience in managing calendars, scheduling meetings, and making budgets. Familiar with handling client issues and generating concise reports. Capable of managing various administration duties and coordinating branch activities. Team player with excellent soft skills.

**Summary of Skills:**

* Strong background in managing schedules of financial advisers, maintaining calendars, and liaising with other personnel to improve business profits
* Adept at formulating budget by reviewing company expenses, and preparing strategies to increase profits
* Proficiency in handling customer issues and possess a comprehensive understanding of business
* Capable of developing and maintaining long-term relationships with clients by providing excellent customer service
* Ability to book meeting rooms/seminar halls, make travel or food arrangements, and place appropriate orders for office supplies
* Capable of maintaining and managing databases by using appropriate software, and working with other applications like MS Office Suite, Spreadsheets
* Proven experience in handling calls, preparing reports, and providing effective solutions to critical issues
* Exceptional organizational, planning and communication skills

**Work Experience:**

Branch Office Administrator

Edward Jones, New Orleans, LA

November 2016 – Present

* Maintaining calendar of financial advisers, senior executives, and checking their schedules prior to fixing client appointment
* Contacting existing corporate clients to invite them for a face-to-face meeting with the company's financial advisers to help them set financial goals for their organization
* Pro-actively connecting with prospective clients to set or confirm appointments to provide information about company's financial services
* Performing daily administration duties, including overseeing client appointment schedules, and processing deposits or transactions
* Updating client data records in the database by implementing latest tools and systems to increase branch efficiency
* Assisting with planning seminars, monthly conferences to discuss upcoming strategies with interested clients, and making follow-up calls to confirm presence
* Collaborating with the financial advisers to build deep-trusted relationships with clients, and providing appropriate advice for issues
* Planning and preparing marketing materials, special events with the financial advisers to attract new client base

Administrative Coordinator

ABM Industries Pvt. Ltd., New Orleans, LA

March 2015 – October 2016

* Coordinated with account department to review expenditures, discuss budget, and implement cost-cutting methods
* Worked with the director, managers, and other senior executives to update and maintain their calendars for fixing client appointments
* Made travel and accommodation arrangements for senior executives for interstate client meetings
* Responded to administrative requests, including project status reports, vendor invoices, employee records as required by senior management
* Assessed office inventory stock level to anticipate the depleting items and placed monthly orders with the concerned vendor
* Maintained administrative work flow by monitoring processes, implementing cost-reduction methods, and reporting procedures
* Supported regular office operations by screening phone calls and scheduling internal meetings

Administrative Associate

UBS Services, New Orleans, LA

August 2013 – February 2015

* Performed a variety of clerical duties, including maintaining personnel records, doing data entry, answering calls and sorting mails
* Provided resolution to phone inquiries by prioritizing issues, and routing calls to the concerned department as required
* Summarized monthly financial reports by monitoring expenditures, preparing purchase order list for office supplies, and other expenses
* Performed duties associated with scheduling, organizing and operating conferences, office meetings and events
* Responded to customer mails by sorting and prioritizing issues, and informing about the actions taken by writing correct correspondences
* Prepared accurate reports on the customer complaints and the steps taken to solve issues for the supervisor's review
* Answered calls from customers to record service complaints and escalated urgent issues to the senior management

**Education:**

* Bachelor's Degree in Business Administration   
  The University of New Orleans, New Orleans, LA   
  2013
* Diploma in Office Management   
  The University of New Orleans, New Orleans, LA   
  2010

**Reference:**

On request.