

Olivia Valencia

📞 (410) 555-4837 ✉️ olivia.valencia@example.com 💼 linkedin.com/example/oliviavalencia 📍 Columbia, MD 21044

SUMMARY

Administrative management professional with five years of progressive experience supporting regulated public and community service operations, including more than two years supervising administrative staff. Directs department wide workflows, staffing coverage, executive support, personnel administration, procurement, budgeting, records governance, compliance readiness, **internal controls**, risk management, and operational continuity across high volume service environments. Partners with senior leaders and teams in Human Resources, Finance, Procurement, **Information Technology**, Legal, and Compliance. Translates leadership priorities into clear procedures, accountable assignments, documented follow through, and practical **service standards**. Uses Microsoft Office plus enterprise financial, records, document, and workflow systems to improve consistency and audit readiness. A master's level public administration foundation supports sound judgment, clear communication, **confidential information** handling, staff development, and effective coordination across complex operational requirements.

EXPERIENCE

Administrative Operations Manager

July 2024 - Present

Harbor Point Human Services

Baltimore, MD

Directs **administrative operations** for five community service programs, leads four administrative professionals, and connects executive priorities with staffing, records, purchasing, compliance, and continuity needs.

- Directed five program workflows, aligning **staffing coverage**, purchasing activity, records practices, and executive assignments.
- Supervised four administrative professionals through goals, coaching, **cross training**, evaluations, and documented coverage plans.
- Built quarterly internal control reviews linking purchasing files, contracts, **corrective actions**, and retention evidence for monitoring.
- Converted executive meeting decisions into tracked owners, deadlines, confidential assignments, and documented **follow through**.
- Partnered with **Human Resources**, Information Technology, Legal, Procurement, Finance, and program leaders on operational issues.
- Standardized onboarding playbooks and escalation guidance across offices, improving consistency during changing service demands.

Senior Administrative Analyst

September 2022 - June 2024

Potomac Community Action Network

Rockville, MD

Managed administrative analysis for public service programs, coordinating fiscal, procurement, grant, contract, records, audit, and executive reporting needs across four program units.

- Managed budget, **procurement**, grant, contract, records, and operational documentation for leadership review.
- Redesigned intake workflows in **Microsoft Office** and enterprise systems, clarifying handoffs among fiscal and program teams.
- Prepared executive briefings covering **workload**, spending, open actions, **compliance** issues, and service constraints.
- Coordinated monitoring requests by validating evidence, tracking responses, and closing documentation gaps before **deadlines**.
- Served as acting lead for three coordinators, assigning **priorities**, reviewing quality, and maintaining coverage.
- Developed procedure guides for retention, approvals, confidentiality, and escalation across four program units.

Administrative Analyst

October 2021 - August 2022

Chesapeake Family Resource Collaborative

Annapolis, MD

Supported family service administration through controlled records, workflow tracking, purchasing analysis, personnel documentation, leadership coordination, and process mapping across multiple teams.

- Reconciled service requests, purchasing records, **personnel** documents, calendars, and leadership **assignments** across teams.
- Maintained controlled records and **workflow** logs for **contracts**, procurement, acknowledgments, and corrective actions.
- Produced Excel trackers and monthly summaries for budget commitments, purchasing status, staffing actions, and deadlines.
- Coordinated **onboarding** documents, system access, training schedules, and procedure orientation for incoming staff.
- Prepared meeting packets, decision notes, and follow up registers for directors and assigned owners.
- Mapped an approval process with **Finance** and Procurement, reducing duplicate reviews and clarifying incomplete submissions.

PROJECTS

Administrative Continuity Framework 📅 2025

Created a practical continuity framework connecting staffing coverage, onboarding guidance, escalation paths, records practices, and documented procedures across service offices.

Monitoring Readiness Workflow 📅 2024

Structured an evidence workflow for audits and monitoring reviews, linking requests, responsible owners, corrective actions, deadlines, and closure records.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable executive follow through and clear handling of confidential administrative matters.
- Selected to lead administrative coverage during manager absences, maintaining service continuity across three coordinator roles.
- Commended for procedure guidance that improved consistency across multiple public service program units.

EDUCATION

Master of Public Administration
University of Maryland, Baltimore County GPA: 0
Coursework: Public sector management, organizational leadership, policy analysis, program evaluation

2023
Baltimore County, MD

Bachelor of Science in Business Administration
Towson University GPA: 0
Coursework: Organizational management, financial management, business law, operations management

2021
Towson, MD

CERTIFICATIONS

- Maryland Notary Public Commission 📅 2025
- Notary Public Certificate Eligibility 📅 2026

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft Outlook
- **Financial Systems:** Budget tracking, purchasing records, financial reporting
- **Records Systems:** Records retention, controlled records, retention evidence
- **Document Systems:** Document management, evidence files, meeting packets
- **Workflow Systems:** Workflow logs, intake routing, approval tracking
- **Administrative Controls:** Internal controls, approval controls, escalation paths
- **Compliance Operations:** Monitoring reviews, corrective actions, regulatory inquiries
- **People Operations:** Onboarding, evaluations, coaching, cross training
- **Procurement Administration:** Vendor documentation, purchase requests, contract files
- **Executive Administration:** Meeting coordination, confidential information, deadline tracking
- **Fiscal Administration:** Budget commitments, grants, contract documentation

SKILLS

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|-----------------------------|-------------------------|---------------------|-----------------------|
| • Administrative Operations | • Budgeting | • Compliance | • Records Management |
| • Personnel Administration | • Procurement | • Risk Management | • Process Improvement |
| • Staff Supervision | • Contracts | • Internal Controls | • Microsoft Office |
| • Executive Support | • Grants Administration | • Audit Readiness | |

PROFESSIONAL AFFILIATIONS

- Public administration and community service operations professional networks.
- Cross functional working partnerships with Human Resources, Finance, Procurement, Information Technology, Legal, and Compliance.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST