

Bryson Joseph

Administrative Support Assistant, Executive Office Support

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STRENGTHS

- 📅 **Calendar control**
Resolved competing executive schedules and briefing changes with calm follow through, helping leaders keep commitments during busy periods.
- 👥 **Meeting logistics**
Prepared rooms, materials, attendance details, and alternate representation; colleagues relied on this support when plans shifted.
- ♥️ **Document quality**
Reviewed correspondence, memoranda, reports, and recommendations before distribution, catching formatting issues that could slow decisions.
- ♥️ **Service judgment**
Handled calls, visitors, mail, and routine questions with a steady tone, even during high volume office periods.
- 🔗 **Process guidance**
Shared practical scheduling and document procedures with junior staff, creating smoother service without formal supervisory authority.

SKILLS

<u>Calendar management</u>	
<u>Meeting coordination</u>	
<u>Briefing logistics</u>	<u>Correspondence</u>
<u>Memoranda</u>	<u>Reports</u>
<u>Recommendations</u>	
<u>Records management</u>	
<u>Distribution lists</u>	<u>Customer service</u>
<u>Clerical operations</u>	
<u>Problem solving</u>	<u>Adobe Acrobat</u>
<u>Microsoft Office 365</u>	
<u>Document collaboration</u>	

SUMMARY

Administrative Support Assistant with four years of experience supporting directorate offices, senior leaders, program managers, and staff in structured public sector settings. Manages **executive calendars**, briefings, meetings, correspondence, records, distribution lists, visitors, calls, mail, and shared information with steady judgment. Produces accurate memoranda, reports, recommendations, presentations, and **business resources** using **Adobe Acrobat** and **Microsoft Office 365**. Coordinates Outlook and Teams logistics, maintains SharePoint and OneDrive files, and keeps administrative services consistent during shifting priorities. Provides practical guidance to junior support staff without formal supervisory authority. Brings a service focused approach, sound clerical judgment, careful follow through, and calm problem solving that supports reliable office operations and productive leadership decisions.

EXPERIENCE

Administrative Support Assistant

Great Lakes Public Research Office 📅 October 2024 - Present 📍 Cleveland, OH

Supports a senior research directorate office through executive scheduling, briefing coordination, document production, records management, front office service, and daily guidance for two junior administrative support employees. Maintains dependable administrative operations across shifting priorities, established procedures, and time sensitive leadership needs.

- Managed executive calendars and resolved schedule conflicts across changing leadership priorities and briefing requirements.
- Produced memoranda, reports, recommendations, presentations, and **correspondence** using Word, Excel, PowerPoint, and Adobe Acrobat.
- Coordinated Teams meetings, room logistics, attendance needs, materials, and **alternate representation** for leadership **briefings**.
- Maintained **SharePoint** files, **OneDrive** resources, distribution lists, and administrative records using established retention practices.
- Directed calls, received visitors, routed mail, and resolved routine administrative questions for management and staff.
- Guided two junior support employees on scheduling, **document preparation**, and consistent office services without formal authority.

Administrative Services Assistant

Cuyahoga Regional Services Office 📅 October 2022 - September 2024 📍 Cleveland, OH

Delivered **administrative and logistical support** for program managers across calendars, recurring **meetings**, briefings, correspondence, shared resources, records, and front office requests. Built practical tracking tools and coordinated time sensitive details so managers could maintain visibility across competing operational needs.

- Coordinated calendars, recurring meetings, briefings, room arrangements, and logistics across multiple program schedules.
- Prepared correspondence, meeting notes, reports, and **memoranda** using **Microsoft Office 365** and Adobe Acrobat.
- Built Excel trackers for meeting actions and office requests, improving visibility into deadlines and unresolved items.
- Organized SharePoint and OneDrive documents while maintaining **Teams** resources for recurring meetings and current materials.
- Managed calls, visitors, mail distribution, and file updates during high volume administrative periods.
- Supported meeting execution through materials preparation, follow up **records**, and schedule changes under deadline pressure.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Administrative Support Assistant at Great Lakes Public Research Office (1.9 Years)
- Administrative Services Assistant at Cuyahoga Regional Services Office (1.9 Years)

PROJECTS

- Executive Meeting Resource Library** 📅 2025
- Created a practical meeting resource library using SharePoint, OneDrive, Teams, and standardized document naming. Organized agendas, attendance details, briefing materials, follow up records, and current templates so recurring leadership meetings remained easier to prepare and support.
- Administrative Action Tracker** 📅 2023
- Built an Excel action tracker for meeting follow ups and office requests. Structured fields for owners, deadlines, status, and notes gave managers a clearer view of open administrative work during busy service periods.

LEADERSHIP & AWARDS

- Recognized by senior office leadership for dependable calendar coordination and calm resolution of competing priorities.
- Selected as a day to day resource for two junior administrative support employees seeking guidance on office procedures.
- Earned repeated manager confidence through accurate correspondence, meeting materials, records, and timely administrative follow through.

EDUCATION

- Associate of Applied Business in Office Administration**
- Cuyahoga Community College 🎓 GPA: 3.5 📅 2022 📍 Cleveland, OH
- Coursework:** Office procedures, business communication, records management, Microsoft Office, administrative operations

CERTIFICATIONS

- Microsoft Office Specialist: Associate, Microsoft 365 Apps 📅 2023
- Adobe Acrobat Fundamentals, Adobe Digital Learning 📅 2023

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, PowerPoint
- **Microsoft Collaboration:** OneDrive, SharePoint, Teams
- **Adobe Document Tools:** Adobe Acrobat, PDF editing, PDF sharing
- **Calendar Systems:** Outlook Calendar, executive calendars, scheduling
- **Meeting Support:** Briefing coordination, room reservations, attendance tracking
- **Business Documents:** Correspondence, memoranda, reports
- **Records Administration:** Records maintenance, file organization, retention practices
- **Office Communications:** Telephone support, visitor reception, mail distribution
- **Administrative Tracking:** Excel trackers, action logs, deadline tracking
- **Information Management:** Distribution lists, shared resources, document routing
- **Customer Service:** Front office service, staff support, management support
- **Administrative Operations:** Clerical operations, logistical support, office procedures

PROFESSIONAL AFFILIATIONS

- Public sector administrative operations community, focused on reliable office service and consistent records practices.
- Microsoft Office user community, sharing practical document, spreadsheet, presentation, and collaboration support with colleagues.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST