

# Bryson Joseph

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## 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** October 2024 - Present  
Great Lakes Public Research Office *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** October 2022 - September 2024  
Cuyahoga Regional Services Office *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.

## 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** 2022  
Cuyahoga Community College GPA: 3.5 *Cleveland, OH*  
**Coursework:** Office procedures, business communication, records management, Microsoft Office, administrative operations

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

## SKILLS

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|------------------------|----------------------|-----------------------|--------------------------|
| • Calendar management  | • Memoranda          | • Distribution lists  | • Adobe Acrobat          |
| • Meeting coordination | • Reports            | • Customer service    | • Microsoft Office 365   |
| • Briefing logistics   | • Recommendations    | • Clerical operations | • Document collaboration |
| • Correspondence       | • Records management | • Problem solving     |                          |

## PROFESSIONAL AFFILIATIONS

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- 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.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST