

Chloe Martin

Secretary II

☎ (509) 555-6724

✉ chloe.martin@example.com

🌐 linkedin.com/example/chloemartin

📍 Spokane, WA 99201

STRENGTHS

- ✔ **Expense accuracy**
Reviewed receipts, coding, and approval details before submission. Colleagues relied on careful checks when documentation felt incomplete.
- ✈ **Travel coordination**
Built domestic and international itineraries with practical attention to changes. A calm confirmation call often prevented avoidable disruption.
- 📁 **Records discipline**
Kept paper and electronic files orderly, retrievable, and consistent. Managers could find needed documents without repeated searching.
- 🎓 **Application training**
Explained Concur, Outlook, and shared file procedures in plain language. New users gained confidence through clear reference materials.
- 👥 **Service under pressure**
Balanced employee questions, manager requests, and shifting shop priorities. Steady follow through kept daily support moving.

SKILLS

Expense administration

Travel coordination

Records management

Document preparation

Customer service

Written communication

Verbal communication

Application training

Project tracking

Administrative support

Secretarial support

SUMMARY

Administrative and secretarial professional with eight years supporting managers, employees, and customer facing operations in fast paced office and technical service settings. Coordinates domestic and **international travel**, transportation, lodging, **expense reports**, correspondence, records, filing, archiving, retrieval, and special project deliverables. Uses **Microsoft Word**, Excel, PowerPoint, Outlook, and SAP Concur to keep information accurate, accessible, and moving through approval workflows. Provides clear answers to **employee inquiries**, trains users on applications and procedures, and helps administrative colleagues maintain consistent practices. Experience includes office and shop support, controlled records, confidential information, manager assistance, and work aligned with ISO 9002 procedures. Dependable follow through, practical judgment, and clear communication support steady service during shifting priorities and demanding customer requirements.

EXPERIENCE

Senior Administrative Coordinator

Cascade Field Services 📅 March 2023 - Present 📍 Spokane, WA

Supports three **department managers** and approximately 60 field and shop employees across travel, expenses, records, correspondence, training, and special project administration. Keeps daily workflows organized while responding to changing operational needs and maintaining accurate information for employees and leaders.

- Reviewed **SAP Concur** receipts and coding, routing complete **expense reports** for finance approval.
- Coordinated international itineraries, **lodging, transportation**, and schedule changes for customer site assignments.
- Standardized electronic and paper files, improving archive **retrieval** for managers and employees.
- Trained users on Concur, Outlook scheduling, shared files, and recurring administrative procedures.
- Tracked shop support milestones in Excel, preparing PowerPoint updates and escalating schedule risks.

Administrative Specialist

Northwest Technical Support Services 📅 June 2020 - February 2023 📍 Yakima, WA

Supported a technical service office through high volume employee inquiries, **correspondence**, travel, records, scheduling, and manager support. Coordinated administrative practices across two work areas, helping clerks maintain consistent handoffs and dependable service.

- Prepared letters, **reports**, meeting materials, and operational documents in Word and PowerPoint.
- Reconciled **SAP Concur** documentation, researching missing receipts and policy exceptions before approval.
- Managed shared **electronic records** and paper archives while protecting employee and customer information.
- Documented common procedures across two work areas, reducing gaps during administrative handoffs.
- Maintained Excel and Outlook trackers for manager deadlines, follow ups, and project **deliverables**.

Secretary

Inland Operations Group 📅 October 2018 - May 2020 📍 Spokane Valley, WA

Provided front line **secretarial support** for supervisors and employees in an operations office adjoining a maintenance shop. Managed calendars, travel, expenses, correspondence, filing, and application guidance while maintaining professional service during frequent priority changes.

- Scheduled meetings and travel, confirming **transportation** and lodging details before departure.
- Checked expense submissions for completeness, maintaining support records and routing approval questions.

Employee inquiries

Special projects Attention to detail

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Administrative Coordinator at Cascade Field Services (3.6 Years)

- Administrative Specialist at Northwest Technical Support Services (2.7 Years)

● Secretary at Inland
Operations Group (1.6 Years)

- Organized paper and electronic files for correspondence, reports, projects, and administrative forms.
- Used Word, Excel, PowerPoint, and Outlook for correspondence, trackers, calendars, and management materials.
- Guided coworkers on office applications and **filing** procedures, reinforcing documented workflows.

PROJECTS

Administrative Records Standardization 📅 2024

Created consistent naming, archiving, and retrieval practices for electronic and hard copy operational records, helping managers locate information during active field and shop support.

Travel and Expense Workflow Support 📅 2023

Coordinated travel details and SAP Concur documentation across employee assignments, resolving missing receipts and routing complete packages through approval steps.

LEADERSHIP & AWARDS

- Recognized by managers for dependable administrative support across field and shop operations.
- Selected as a peer resource for application training, filing practices, and recurring employee questions.

EDUCATION

High School Diploma

Lewis and Clark High School 🎓 GPA: 4.0 📅 2018 📍 Spokane, WA

Coursework: Business communication, computer applications, office procedures, records management

CERTIFICATIONS

- SAP Concur User Training 📅 2023
- Microsoft Office Specialist Preparation 📅 2022

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, PowerPoint, Outlook
- **Travel Management:** SAP Concur, domestic travel, international travel
- **Expense Processing:** Expense reports, receipt review, approval routing
- **Records Management:** Electronic filing, hard copy filing, archiving
- **Document Control:** Naming standards, retention, retrieval
- **Project Tracking:** Excel trackers, milestone tracking, deliverables
- **Communication Tools:** Outlook, email correspondence, calendars
- **Office Procedures:** Administrative workflows, filing procedures, user guidance
- **Quality Procedures:** ISO 9002 procedures, document review, process consistency
- **Access Requirements:** NACI investigation, Common Access Card, background review

PROFESSIONAL AFFILIATIONS

- Administrative support collaboration across field, shop, finance, and management teams.
- Technical service office coordination with clerks and administrative colleagues.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST