Brynn Fuji
General Office Administrator

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Atlanta, GA

LinkedIn

WORK EXPERIENCE

H&R Block
General Office Administrator
Atlanta, GA | 2018 - current
- Launched employee education classes, decreasing turnover by 14%
- Trained 9 interns, reducing time-to-productivity by 18%
- Managed calendar for 3 supervisors and 9 employees
- Responded to 25+ calls per shift to answer inquiries, schedule appointments, and transfer calls to appropriate departments

Dermatology Solutions Group
General Office Administrator
Atlanta, GA | 2014 - 2018
- Coordinated calendars for 28 staff members, including scheduling meetings, events, paid vacation, and business trips
- Negotiated contracts and managed documentation for 5+ vendors for specialized yearly company events
- Administered payroll for 12 employees with 96% accuracy
- Organized and restocked inventory, improving productivity by 16%

Pearl 8 Creations
General Office Administrator
Atlanta, GA | 2010 - 2014
- Managed office documentation, decreasing errors by 39% and the mean-time-to-resolve by 48%
- Reviewed onboarding procedures, updated documentation, and modified training policies to adhere to state requirements
- Resolved client concerns within 14 minutes, increasing customer satisfaction by 21%
- Developed monthly budgets, allocated funds to 7 departments, and created monthly reports on office expenditures

Compass
Office Assistant
Atlanta, GA | 2008 - 2010
- Greeted and assisted 45+ customers per day
- Received and directed 20+ calls per shift to appropriate staff members, reducing the mean-time-to-resolve by 32%
- Maintained office calendars for 19 staff members
- Conducted minor repairs for printers, copiers, fax machines, and telephones, reducing maintenance costs by 12%

SKILLS
- Collaboration
- Record Keeping
- Accounting
- Microsoft Office
- Prioritization
- ERP
- Quickbooks
- Database Management
- Interpersonal Communication
- Customer Service

EDUCATION
High school diploma
South Atlanta High School
2004 - 2008
Atlanta, GA