

Norma Johnson

Los Angeles, CA, 92128 • njohnson3204@gmail.com • 317-797-9365

Administrative Assistant / Receptionist

Office Administration | Customer Service | Administrative Support | Receptionist Duties | Calendar Management

PROFESSIONAL SUMMARY

Highly motivated office professional offering a career history and 10+ years of experience in office administration and customer service (Receptionist) roles. Extensive experience using a variety of office equipment, including fax machines, phones, copiers, and scanners. Proven ability to prioritize work and accomplish multiple tasks simultaneously while utilizing an unmatched work ethic and office administration talent. Confident and poised in interactions with individuals at all levels. Hands-on office experience with efficient time management skills to accomplish goals and meet deadlines. A dependable, self-reliant, and flexible team player who is reliable and follows-through with a conscientious orientation to detail with little or no supervision.

- Delivered seamless front-desk operations by managing call routing, greeting visitors, coordinating schedules.
- Maintained operational efficiency and supported executive and team productivity by managing office logistics.
- Demonstrated superior multitasking and organizational capabilities by handling complex administrative tasks.

AREAS OF EXPERTISE

Data Entry | Front Desk Operations | Document Management | Call Handling | Correspondence Management | Time Management | Multitasking | Scheduling Appointments | Executive Support | Meeting Coordination | Mail Distribution | Team Collaboration | Process Improvement | Visitor Management | Payroll Support | Billing and Invoicing | Office Equipment Operation | Information Management | Vendor Communication | Records Maintenance | Customer Service

WORK EXPERIENCE

Receptionist

2021 – Present

Washington Properties – Los Angeles, CA

Streamline administrative operations and enhance internal workflows by implementing efficient office procedures, ensuring smooth communication flow, and supporting executive functions with precision and administrative responsiveness.

- Provide assistance to the office manager and executives with their day-to-day internal office operations.
- Manage the flow of information into and out of the department, and ensured appropriate documentation.
- Organize all incoming and outgoing correspondence, and ensure compliance of rules and procedures.
- Completed administrative support duties: billing, payroll, calendar management, and mail distribution.
- Correspond directly with senior management to take corrective actions in a decisive and timely manner.

Administrative Assistant

2018 – 2021

Pfizer Research – Los Angeles, CA

Revamped administrative systems to improve record accessibility and scheduling efficiency while facilitating cross-functional coordination, enhancing client interactions, and supporting office operations in a high-demand research environment.

- Answered multiple phone lines, providing immediate assistance to clients, vendors, and other sites.
- Greeted clients, managed meetings, created meeting minutes, and provided indispensable office support.
- Increased office productivity by revising office administration systems to make records more accessible.
- Built office relationships with an emphasis on communicating and setting management expectations.
- Scheduled appointments to maximize use of facility while creating reasonable workload for management team. Reviewed billing, processed insurance claims, prepared weekly schedule and verified billable hours.
- Performed administrative tasks, such as filing, faxing, answering phones, and maintaining office records

EDUCATION

Bachelor of Business Administration – University of Georgia