Patricia Vaughn

ADMINISTRATIVE SERVICES MANAGER

Albany, NY • (518) 555-0187 • patricia.vaughn@email.com • linkedin.com/in/patriciavaughn

SUMMARY

Administrative services manager with 10 years in office services, facilities management and records, now running administrative operations for a 650-employee insurance headquarters. Leads a 12-person team across mail, reception, records and fleet management, owns a $3.4M budget, and reports to the CFO in Excel and Word.

SKILLS

- Administrative Services
- Facilities Management
- Records Management
- Fleet Management
- Budgeting
- Vendor Contracts
- Excel
- Word
- Outlook
- Attention to Detail

EXPERIENCE

Administrative Services Manager 01/2022 - Present

Capital District Insurance Group Albany, NY

Property and casualty insurer with 650 employees at a 4-floor headquarters.

- Lead **12** staff in mail services, reception, records management and the 18-vehicle company fleet.
- Manage a $3.4M budget for facilities services, supplies, printing and courier contracts.
- Moved 60% of paper policy files to digital records, freeing 4,000 square feet of storage.
- Negotiated a new print and mail contract that saves $210K a year with the same turnaround times.

Office Services Supervisor 04/2018 - 12/2021

Hudson Mohawk Health Partners Troy, NY

Regional physician network with 1,800 employees.

- Ran mail, copy and supply services for 30 clinic sites and 2 administrative buildings.
- Rolled out an online supply ordering system that cut order errors by 40%.
- Coordinated 14 office moves and renovations without losing a clinic day.
- Tracked service requests and vendor performance in Excel, reaching a 95% same-week close rate.

Office Coordinator 06/2016 - 03/2018

Schenectady Engineering Associates Schenectady, NY

Engineering consultancy with 80 employees.

- Handled reception, conference room booking in Outlook and supplies for an 80-person office.
- Wrote meeting minutes and project memos in Word for 5 department managers.
- Maintained a 6,000-file records room under the firm's retention schedule.

EDUCATION

Bachelor of Science 05/2016

University at Albany, SUNY Albany, NY

Business Administration

CERTIFICATES

Facility Management Professional (FMP)

International Facility Management Association (IFMA)

09/2020