
Olivia Brooks

Administrative Specialist

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Summary

Administrative specialist with 5 years of administrative experience, supporting a 60-person environmental consulting office in Raleigh. Owns purchasing, records management and meeting coordination, and builds reports and presentations in the Microsoft Office Suite. Works independently and keeps 3 project teams on schedule.

Experience

Administrative Specialist

Oak City Environmental Consultants — Raleigh, NC — 03/2023 - Present

Environmental permitting and site assessment firm with 60 employees.

- Process **150** purchase orders a quarter and verify each invoice against receipts before payment.
- Maintain records management for 900 project files, moving 70% to SharePoint under one naming system.
- Organize monthly client meetings and staff trainings, handling meeting coordination for groups of up to 40.
- Produce weekly status reports in Microsoft Excel and client decks in PowerPoint for 3 project managers.

Administrative Assistant

Crabtree Insurance Services — Cary, NC — 08/2021 - 02/2023

Independent insurance agency with 5 agents.

- Drafted 300+ policy renewal letters a month in Microsoft Word and mailed each on schedule.
- Managed Outlook calendars for 5 agents and handled about 50 customer calls a day.
- Filed and indexed claims records so the yearly audit found zero misfiled documents.
- Prepared quarterly commission spreadsheets in Microsoft Excel for 5 agents with no payout errors in 18 months.

Student Office Assistant

NC State University College of Natural Resources — Raleigh, NC — 08/2019 - 05/2021

Part-time campus job while completing a communication degree.

- Sorted and delivered mail for 80 faculty and staff offices each weekday.
- Updated 200 event registrations a semester in Microsoft Excel and sent confirmation emails.
- Reserved classrooms and catering for 15 department events a year.

Education

Bachelor of Arts

North Carolina State University

Communication

Raleigh, NC

05/2021

Skills

Microsoft Office Suite	—	Microsoft Excel	—	Microsoft Word	—	Outlook
PowerPoint	—	SharePoint	—	Purchasing	—	Records Management
Meeting Coordination	—	Time Management Skills				

Certificates

Certified Administrative Professional (CAP)

International Association of Administrative Professionals

11/2024