

Nathan Pierce

Administrative Support Specialist

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SUMMARY

Administrative support specialist with 5 years of office experience, now supporting a 45-person program team at a San Diego defense services contractor. Runs the SharePoint document library, Microsoft Teams channels and travel coordination for engineers, and prepares briefings in PowerPoint. Handles controlled documents with accuracy and discretion.

EXPERIENCE

Administrative Support Specialist

06/2023 - Present

Pacific Harbor Defense Services

San Diego, CA

Engineering and logistics contractor supporting ship maintenance programs.

- Maintain the SharePoint document library of **3,200** program files with version control and access rights.
- Arrange 30 trips a month for engineers, owning travel coordination from booking to final voucher in 5 days.
- Configure Microsoft Teams channels and invites for 12 weekly program reviews and send minutes the same day.
- Build monthly briefing decks in PowerPoint and staffing trackers in Microsoft Excel for the program manager.

Office Assistant

07/2021 - 05/2023

Point Loma Marine Supply

San Diego, CA

Marine parts distributor with a 20-person office.

- Processed 200+ purchase orders a month and updated customer accounts in Microsoft Excel.
- Drafted quotes and letters in Microsoft Word and handled customer service calls for 3 sales reps.
- Reorganized past order files, cutting the time to find an old order from 15 minutes to 2.
- Tracked inbound parts shipments for 40 open orders a week and alerted sales reps to delays.

Student Assistant

08/2019 - 05/2021

San Diego Mesa College Financial Aid Office

San Diego, CA

Part-time campus job while earning an associate degree.

- Scanned and indexed 300 financial aid documents a week into the student records system.
- Answered 50 student calls and emails a day about application status and deadlines.
- Prepared appointment lists for 4 advisors each morning in Microsoft Excel.

SKILLS

- | | | |
|-------------------|--------------------------|--------------------|
| • SharePoint | • PowerPoint | • Customer Service |
| • Microsoft Teams | • Outlook | • Accuracy |
| • Microsoft Excel | • Microsoft Office Suite | |
| • Microsoft Word | • Travel Coordination | |

EDUCATION

Associate of Arts

05/2021

San Diego Mesa College

San Diego, CA

Business Administration

CERTIFICATES

Microsoft Office Specialist: Excel Associate

04/2022

Microsoft