ANDREA CASTILLO

andrea.castillo@email.com
(602) 555-0128
Phoenix, AZ
linkedin.com/in/andreacastillo

SUMMARY

Administrative assistant with six years in a property management office, returning after a career break from 01/2020 to the present to care for two children. Ran calendars for 5 managers, answered tenant calls and maintained 400+ lease files using the Microsoft Office Suite. Refreshed Word and Outlook skills with a 2026 certification.

SKILLS

- Microsoft Office Suite
- Excel
- Word
- Outlook
- PowerPoint
- Calendar Management
- Customer Service
- Records Management
- Attention to Detail
- Time Management

CERTIFICATES

Microsoft Office Specialist: Word Associate

Microsoft • 06/2026

EXPERIENCE

Full-Time Parent (Career Break)

Career Break • Phoenix, AZ • 01/2020 - Present

Full-time care for two children; school volunteer work and office coursework in 2026.

- Coordinate shifts and sign-ups for a **30**-person school library volunteer program using a shared Outlook calendar.
- Write and format a monthly newsletter in Word for 450 school families, proofreading every date and link.
- Completed a 12-week office skills course at Phoenix College in 2026 with a 96% final grade.
- Track 60 volunteer background check renewals in Excel and send reminders 30 days before each one expires.

Administrative Assistant

Camelback Property Management Group • Phoenix, AZ

03/2014 - 12/2019

Residential property manager with 1,100 units across nine communities.

- Handled calendar management, inspections and travel for **5** property managers, resolving scheduling conflicts in Outlook.
- Answered 80+ tenant and vendor calls a day with steady customer service, routing urgent repairs within 15 minutes.
- Built Excel trackers for lease renewals and vendor invoices, cutting late renewals by 25% in one year.
- Prepared owner reports and PowerPoint decks for 12 quarterly meetings, with careful attention to detail on every figure.

EDUCATION

Associate of Arts

Glendale Community College • Glendale, AZ • 05/2013

Business