ANGELA CHEN

Administrative Assistant | Division Support, Travel, and Expenses

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SUMMARY

Administrative assistant with 7 years of experience in a 120-person engineering firm and a property management company. Support a division of 28 people: manage 4 calendars, book 15–20 trips per month, and reconcile $40,000 in monthly expenses in SAP Concur. Cut office supply costs by 18% in one year. Certified Administrative Professional (CAP) and North Carolina notary public.

EXPERIENCE

Administrative Assistant, Infrastructure Division — ***Northfork Engineering Partners*** Apr 2022–Present

Civil engineering firm with 120 employees; supports a division of 28 people: 24 engineers, 3 managers, and a director.

- Manage calendars for 3 managers and the division director; schedule 40–60 meetings per week across 3 time zones in Outlook and Teams.
- Book 15–20 trips per month for field engineers and kept 2025 travel spend 9% under the annual budget of $180,000.
- Reconcile $40,000 in monthly expense reports in SAP Concur; cut returned reports from 22% to 6% with a one-page checklist.
- Moved 4,200 project files from shared drives to SharePoint with a new folder and naming standard in 3 months.
- Coordinate onboarding for 6–9 new hires per year: equipment, building access, and the first-week schedule.

Administrative Assistant — ***Quillmont Property Management*** Jun 2019–Mar 2022

Property management company with 2,400 rental units and 45 employees.

- Answered 60–80 calls per day from residents and vendors and logged maintenance requests in AppFolio within 15 minutes.
- Processed 300–350 vendor invoices per month for approval and kept late payments under 2%.
- Cut office supply costs by 18% in one year when 3 suppliers were replaced with 1 contract.
- Prepared lease packets and move-in documents for 25–40 new residents per month.

EDUCATION

Mill Creek Community College May 2019

Associate in Applied Science in Office Administration

SKILLS

Office administration:	Calendar management, Travel coordination, Expense reporting, Meeting and event planning, Records management, Invoice processing, New-hire onboarding
Software:	Microsoft 365 (Outlook, Word, Excel, PowerPoint, Teams), SharePoint, SAP Concur, Google Workspace, Zoom, AppFolio
Speed:	Typing: 70 words per minute

CERTIFICATES

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Certified Administrative Professional (CAP) Nov 2024
International Association of Administrative Professionals (IAAP)

Notary Public, North Carolina Feb 2023
North Carolina Department of the Secretary of State

Microsoft Office Specialist (MOS): Excel Associate Mar 2021
Microsoft

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