

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

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