

# AYANA GILLESPIE

EXPERIENCED ASSISTANT



## CONTACT



404.710.1993



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Atlanta, GA

## SUMMARY

Communicative administrative assistant motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities. Organized Administrative Assistant experienced in assisting with daily office needs and managing general administrative activities. Expertise in mathematics and finance-related initiatives. Successful in coordinating and executing meetings, travel, and special events.

## SKILLS

- Microsoft Office
- Internet and E-mail Marketing
- Customer Relationship Management
- Canva Experience
- Concur Experience
- Entrata Experience
- Event planning and execution
- Active Listening
- Time Management
- Adaptable & Analytical

## EDUCATION

### BACHELOR OF BUSINESS ADMINISTRATION

Strayer University

### FAYETTE COUNTY HIGH

High School  
2015 - 2019

## EXPERIENCE

### EXECUTIVE ASSISTANT

Housing Resource Center - Atlanta, GA

**January 2024 to March 2025**

- Ran errands to help with daily tasks, enabling employer to focus on more pressing duties.
- Performed various clerical tasks and organized office areas to promote productivity.
- Organized both physical and digital files and updated reports to coordinate project materials.
- Provided assistance communicating, typing correspondence or obtaining information.
- Scanned physical documents and uploaded them to encrypted databases for digital maintenance.
- Submitted reports to and reviewed reports with a supervisor.
- Delivered warm companionship with conversation, emotional reassurance, and coordination of mentally stimulating activities.

## **EXPERIENCE**

### **EXECUTIVE ASSISTANT TO CEO (REMOTE)**

Next Level Distribution - Smyrna, GA

**January 2023 to December 2024**

- Answered phone calls and emails to provide information, resulting in effective business correspondence
- Inventoried and ordered supplies for office
- Scheduled appointments, meetings, and events for management staff
- Provided secretarial and office management support while building cooperative working relationships
- Scheduled appointments, meetings, and events for management staff
- Developed administrative processes to achieve organizational objectives and improve office efficiency
- Worked closely with customers to determine appropriate marketing offerings and strategies for business needs.

### **LEASING CONSULTANT**

AMLI Residential - Atlanta, GA

**May 2022 to January 2023**

- Assisted in the marketing and leasing of residential and commercial properties, successfully attracting and retaining tenants.
- Managed tenant inquiries, provided property tours, and explained leasing terms and conditions.
- Negotiated and processed rental agreements, ensuring compliance with local laws and company policies.
- Maintained accurate records of lease agreements, renewals, and tenant communications.
- Conducted background checks, credit reports, and lease application processing to assess potential tenants.
- Collaborated with property managers to address tenant concerns and resolve maintenance issues promptly.

### **OFFICE MANAGER**

Modern Image - Marietta, GA

**August 2021 to March 2022**

- Established work ow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel
- Conducted market research and reported on competitors
- Optimized sales and marketing directives by closely monitoring employee progress, reviewing regional and local markets and effectively managing inventories
- Oversaw quality control and productivity rates to increase revenue and production times Coordinated special projects and managed schedules
- Coached new hires on company processes while managing employees to achieve maximum production Researched different vendors for product purchasing opportunities and price comparisons.

## RECEPTIONIST/CONCIERGE (REMOTE)

Kennesaw State University Advising Office - Kennesaw, GA

**August 2020 to December 2020**

- Managed incoming calls from guests ensuring that all requests were handled efficiently and accurately.
- Resolved inquiries and retained satisfaction by promptly resolving customer concerns
- Provided excellent service and attention to customers when face-to-face or through phone conversation
- Provided clerical and administrative support for advisors
- Resolved customer concerns and answered questions quickly to maximize satisfaction Kept well-organized schedules for appointments
- Assisted with the preparation of meeting agendas, minutes, presentations and other materials for meetings.
- Employed cold calling, networking, and prospecting new clients.
- Organized and maintained electronic filing systems for documents, correspondence, spreadsheets and presentations.

## UNIVERSAL TELLER

Delta Community Credit Union - Fayetteville , GA

**July 2018 to July 2019**

- Met or exceeded sales goals by promoting bank products and services in every interaction
- Promoted facility security by monitoring customer behaviors and following established protocols to protect individuals and assets
- Varied amounts and integrity of every check or funds transfer
- Processed customer transactions, including loan payments and check- cashing
- Explained bank services, financial products, and applicable fees to customers
- Performed fraud prevention duties by monitoring suspicious activity on customer accounts.
- Balanced currency, coins, and checks in cash drawers at the ends of shifts and calculated daily transactions using computers or calculators

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