

CONTACT

↳ Seattle, WA

EDUCATION

ASSOCIATE OF APPLIED
SCIENCE IN BUSINESS
ADMINISTRATION
Seattle Central College

AVA CHEN

OFFICE COORDINATOR

PROFESSIONAL SUMMARY

Office coordinator with experience handling reception, calendars, supplies, and invoices for an 18-person design studio. Previous roles include supporting three property managers and helping customers at a hardware service desk. Uses Outlook and Excel to keep shared information current, follows up on unfinished requests, and helps colleagues find the records they need for the next step.

PROFESSIONAL SKILLS

Office Administration	Front Desk Support	Customer Service
Calendar Management	Room Scheduling	Invoice Review
Supply Ordering	Outlook	Excel
Written Communication	Recordkeeping	Appointment Scheduling

WORK EXPERIENCE

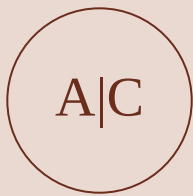
OFFICE COORDINATOR

4/2022 - Present

Maple Street Design - Seattle, WA

Handle reception and day-to-day administration for a design studio with 18 staff. Support client meetings, supplier paperwork, office supplies, repairs, and the shared information colleagues use to organize their work.

- Manage shared calendars, book meeting rooms, and arrange refreshments so the office is prepared for client meetings and staff can see the room schedule.
- Set up a shared Outlook room-booking calendar, wrote short booking instructions, and showed colleagues how to check availability before adding a meeting.
- Check the next day's room bookings each afternoon and keep the shared calendar current as the team arranges its meetings.
- Compare supplier invoices with the corresponding orders, then send approved items to the bookkeeper each week for the next stage of processing.
- Order office and kitchen supplies, arrange repairs, and maintain the office contact list so staff have current information when they need it.
- Prepare a weekly office handover with expected visitors, deliveries, and open supplier questions so reception cover can follow up while the coordinator is away.



AVA CHEN
OFFICE
COORDINATOR

ADMINISTRATIVE ASSISTANT

6/2019 - 3/2022

Pine Hill Property Services - Seattle, WA

Supported three property managers with appointment booking, tenant questions, and routine paperwork. Kept repair information current while the property managers remained responsible for repair decisions.

- Booked maintenance visits and confirmed access arrangements with tenants, keeping the appointment information available to the property managers handling each request.
- Recorded repair requests received by phone and email in a shared spreadsheet, identifying the property manager responsible and the next follow-up date.
- Updated the repair-request list for morning check-ins and followed up when asked, helping the team see which requests still needed attention.
- Prepared routine letters, filed signed documents, and updated tenant contact records as part of the office's day-to-day administrative work.
- Checked returned forms for missing signatures and attachments before filing them, then referred incomplete paperwork to the responsible property manager for follow-up.

CUSTOMER SERVICE ASSOCIATE

7/2017 - 5/2019

Riverton Hardware - Seattle, WA

Worked at the hardware store service desk, helping customers with returns, order collections, and product questions. Kept the next shift informed when a customer request remained unfinished.

- Processed returns and order pickups using the store's register system, and helped customers with routine questions at the service desk.
- Checked incoming deliveries against the pickup list and contacted customers once their complete order was ready, including orders arriving in separate deliveries.
- Left notes about missing items and unfinished requests so the next shift could continue helping without asking customers to explain the problem again.
- Kept collection paperwork with held orders, checked the customer's reference at pickup, and recorded items still awaiting delivery for colleagues on the next shift.