JULIAN MERCER

ADMINISTRATIVE ASSISTANT

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PROFESSIONAL SUMMARY

Administrative Assistant with 6+ years supporting engineering and sales teams with calendar coordination, document preparation, and office logistics. Known for accurate follow-through, clear communication, and organized systems that free managers to focus on priorities.

PROFESSIONAL EXPERIENCE

Administrative Assistant Mar 2022 - Present
Cisco, San Jose, CA

- Coordinated calendars for a 14-person engineering leadership group, resolving 40+ weekly scheduling conflicts without double-booking.
- Prepared agendas, slide packets, and meeting notes for weekly staff reviews, cutting follow-up questions about decisions and owners.
- Built a shared template library for memos, expense reports, and onboarding letters, reducing document turnaround from two days to one.
- Processed 60+ monthly expense reports in Concur with a 98% first-pass approval rate by checking receipts and policy codes upfront.
- Arranged travel and offsite logistics for leadership trips, comparing fares and hotels to keep spend about 8% under the team budget.
- Trained three new assistants on scheduling etiquette and Concur steps, shortening their ramp-up to about two weeks.

Team Administrator Jun 2020 - Feb 2022
Salesforce, San Francisco, CA

- Managed meeting logistics, room bookings, and catering for 25 weekly internal sessions, keeping cost within the quarterly budget.
- Maintained a tracker of vendor contracts and renewals, flagging expiring agreements 60 days ahead to avoid service gaps.
- Scanned, labeled, and filed 1,200 legacy documents into a searchable shared drive, making records retrievable in minutes.
- Served as first point of contact for visitors and calls, routing requests accurately and keeping responses within one business hour.
- Drafted weekly team updates and meeting notes in Google Workspace, giving 25 colleagues a clear record of decisions and owners.
- Coordinated the move of a 30-person team to new floor space, tagging boxes and booking IT setup with no lost workdays.
- Onboarded eight new hires with desk, badge, and system access requests, so each starter was ready on day one.

CORE SKILLS

Calendar management | Document preparation | Microsoft 365 | Google Workspace | Meeting coordination | Expense reporting | Concur | Records management | Travel booking | Email correspondence | Confidentiality | Vendor tracking | Data accuracy | Prioritization

EDUCATION

B.A. in Business Administration, San Jose State University, San Jose, CA

CERTIFICATIONS

Microsoft Office Specialist: Outlook | Certified Administrative Professional (CAP) candidate