JULIAN MERCER

OFFICE ADMINISTRATOR

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PROFESSIONAL SUMMARY

Office Administrator with 10+ years running the front and back office of professional services and corporate offices in Chicago. Manages vendors, facilities, supplies, onboarding logistics, and reception and clerical staff for offices of 120 to 200 people. Controls spend carefully and keeps daily operations predictable.

PROFESSIONAL EXPERIENCE

Office Administrator Mar 2022 - Present
Grant Thornton LLP, Chicago, IL

- Run daily operations for a 180-person office, supervising two receptionists and a mailroom clerk and covering vendor and facilities requests.
- Renegotiated the coffee, supply, and printer contracts, cutting annual office spend by about $38,000 without service gaps.
- Coordinated a two-floor move for 90 employees over a weekend, with seating plans, IT cutover, and signage ready by Monday morning.
- Set up a ticket form for facilities and equipment requests, reducing average resolution time from five days to two.
- Prepare new-hire workstations and badges with IT and HR so staff have a working desk on their first day.
- Manage the office budget of $620,000 and report variances to the managing partner monthly.
- Maintain vendor insurance certificates, service contracts, and renewal dates for 25 vendors so no contract lapsed or auto-renewed unreviewed.

Office Coordinator Feb 2019 - Feb 2022
Cushman & Wakefield, Chicago, IL

- Managed supplies, mail, and meeting room services for a 120-person office and coordinated with building management.
- Planned client events and quarterly town halls for up to 150 attendees, handling catering, AV, and registration.
- Introduced a visitor management system, which gave security and reception an accurate record of daily guests.
- Processed vendor invoices and expense reports in the finance system, keeping payments inside 30-day terms.
- Negotiated a new courier and shipping agreement that reduced monthly shipping costs by about 15% for the office.
- Trained two new coordinators and a rotating intern on procurement steps, event checklists, and building procedures.

Administrative Assistant Jul 2016 - Jan 2019
Allstate, Northbrook, IL

- Supported two vice presidents with calendars, travel, expense reports, and meeting materials.
- Maintained the department's contact list and distribution lists, which were rebuilt after an org change affecting 60 people.
- Booked travel for about 50 trips a year within policy, saving the group on fares through advance planning.
- Maintained the emergency contact list and floor warden roster for 60 staff and helped run the annual fire drill with building safety.
- Reconciled monthly corporate card statements for the group with receipts and coded each transaction to the correct cost center.

CORE SKILLS

Office operations | Vendor management | Facilities coordination | Budget tracking | Onboarding logistics | Event planning | Expense reporting | Supply procurement | Team supervision | Microsoft 365 | Concur | Visitor management | Move coordination

EDUCATION

Bachelor of Arts in Business Administration, DePaul University, Chicago, IL

CERTIFICATIONS

Certified Administrative Professional (CAP), IAAP | Microsoft Office Specialist: Excel Associate