JULIAN MERCER

OFFICE ASSISTANT

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PROFESSIONAL SUMMARY

Office Assistant with 4+ years in university, insurance, and temporary office settings. Handles filing, data entry, mail, supply orders, and front-office questions with accuracy and a steady pace. Keeps shared documents tidy and gives colleagues quick answers.

PROFESSIONAL EXPERIENCE

Office Assistant Sep 2023 - Present
The Ohio State University, Columbus, OH

- Support a 28-person department with scheduling, copying, mail sorting, and travel paperwork for faculty and visitors.
- Entered and reconciled about 350 purchase and reimbursement forms a semester, correcting entry errors before they reached accounting.
- Reorganized the supply room and set reorder points, cutting rush supply orders from about eight a semester to two.
- Answer a front-desk phone line for students and callers and route inquiries to the right staff member within a minute.
- Updated the department folder structure in the shared drive so forms and templates are found in two clicks.
- Trained two student workers on the phone script, mail log, and copier troubleshooting so the front desk stayed covered during finals week.
- Maintained a shared calendar of 60 department events and room bookings, resolving double-bookings before faculty arrived.

Office Assistant Jun 2022 - Aug 2023
Nationwide, Columbus, OH

- Scanned and indexed 800+ policy documents a month into the document system with an error rate under 1% on spot checks.
- Prepared outgoing correspondence and mailings for the claims office, meeting same-day deadlines for certified mail.
- Booked conference rooms and set up catering for client meetings, trimming last-minute room conflicts through a shared calendar.
- Covered the reception desk during lunches and absences, greeting visitors and issuing badges.
- Compiled weekly mail and courier logs for the claims team, which made it easy to trace missing certified items within an hour.
- Updated the contact directory for 140 employees after a reorganization and circulated the corrected version within a day.
- Ordered and tracked office supplies and break room stock for the floor, keeping spending within the monthly allowance.

Administrative Temp Jan 2022 - May 2022
Kelly Services, Columbus, OH

- Completed three short assignments in healthcare and manufacturing offices, adjusting to each client's systems within a day.
- Typed and formatted reports and spreadsheets, keeping to the client's templates and style rules.
- Received positive client feedback on punctuality and accuracy, leading to extensions on two assignments.
- Handled routine data entry of about 400 records a day in client databases with fewer than five corrections per week.

CORE SKILLS

Data entry | Filing and records | Microsoft Word | Microsoft Excel | Outlook calendar | Mail handling | Scanning and indexing | Supply ordering | Phone etiquette | Document formatting | Expense form processing | Google Workspace | Typing 60+ WPM | Customer service

EDUCATION

Certificate in Office Administration, Columbus State Community College, Columbus, OH

CERTIFICATIONS

Microsoft Office Specialist: Word Associate | Microsoft Office Specialist: Excel Associate