JULIAN MERCER

SECRETARY

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PROFESSIONAL SUMMARY

Secretary with 13+ years in school district and health system offices, managing calendars, correspondence, minutes, and records for principals and department heads. Protects confidential student and patient information. Brings tight follow-through to deadlines, board materials, and visitor communication.

PROFESSIONAL EXPERIENCE

School Secretary Aug 2019 - Present
Fairfax County Public Schools, Fairfax, VA

- Manage the main office of a 1,100-student high school, supporting the principal and three assistant principals with calendars and correspondence.
- Process attendance, withdrawals, and transcript requests in the student information system, with year-end records reconciled with no open exceptions.
- Cut late attendance calls to families by about 25% by setting up morning reminders and a daily absence report.
- Prepare agendas and take minutes for monthly PTA and school advisory meetings and post them within two days.
- Coordinate enrollment of 280 new students each year, collecting residency and immunization documents and logging each file.
- Track a school budget of $85,000 for supplies and activities, matching purchase orders to invoices each month.
- Coordinate substitute teacher coverage and bell schedule changes with administrators each morning, filling about 95% of absences before first period.

Secretary Mar 2015 - Jul 2019
Inova Health System, Falls Church, VA

- Supported the department chair and eight physicians with scheduling, travel, and meeting preparation.
- Typed physician correspondence and referral letters, maintaining a turnaround of one business day.
- Organized quarterly department meetings with agendas, minutes, and action item follow-up.
- Handled new employee onboarding paperwork and badge access for 40 staff over four years.
- Answered the department's main phone and managed visitor sign-in, keeping an accurate log of daily visitors at the entrance.
- Maintained confidential physician credential and license files for eight providers and flagged renewals 90 days before they expired.
- Reconciled monthly office supply and printing budgets against department cost centers and kept spending within plan.

Clerk-Typist Jun 2013 - Feb 2015
Arlington County Government, Arlington, VA

- Entered permit and license applications into the county database and filed paper originals with accurate cross-references.
- Answered resident phone inquiries for the department, referring about 40 calls a day to the correct staff.
- Prepared bulk mailings for public notices, assembling and posting 2,000 letters per mailing on schedule.
- Maintained the department's paper and electronic filing system and retrieved records for staff requests within the same day.

CORE SKILLS

Calendar management | Minutes and agendas | Correspondence drafting | Student information systems | Records retention | Purchase orders | Microsoft Outlook | Microsoft Word | Microsoft Excel | Phone and visitor management | Confidentiality | Document control | Event coordination

EDUCATION

Associate of Applied Science in Office Administration, Northern Virginia Community College, Annandale, VA

CERTIFICATIONS

Certified Administrative Professional (CAP), IAAP | Notary Public, Commonwealth of Virginia