

Laura Chapman

Atlanta, Georgia | 678-254-8680 | laurachapman14@yahoo.com

Summary

An accomplished and results – oriented individual with a strong aptitude for organization and office administration. Committed to the highest levels of professional excellence through 20 plus years of hands-on administrative and operational experience. Adaptable to change, resourceful and reliable with a great talent for utilizing experience and abilities to achieve outstanding results. Exceptional problem-solving, customer service, organizational and time management skills.

Technical Skills

Microsoft Office Suite	Client Focused	Social Media
Mac and Google Suites	Organizational Skills	Time Management
Concur	Office Equipment	Teamwork
Calendar Management	Verbal/Written Communication	Project Management
Detailed Oriented	Special Events Planning/Execution	Forward Thinking

Professional Experience

Airbus Aerial| Atlanta, Georgia
2020

2019 -

Receptionist/Administrative Assistant

- Assist Office Manager with processing, verifying and reconciling invoices.
- Greet and assist visitors, direct them to the appropriate area by utilizing Airbus Aerial sign-in process, and provide other assistance as needed.
- Maintain a clean and organized front desk, board rooms, event and private office spaces.
- Assist in enforcing security procedures and consistent monitoring of entrance and office areas to maintain a safe environment and workplace.
- Responsible for shipping all outgoing business related packages and letters both domestically and internationally.
- Catering and delivery of our weekly All Hands Lunch/Team Meetings as well as Special Events and Meetings.
- Coordination with vendors and daily management of the snacks and beverages area to include inventory and daily replenishment.
- Manage inventory and stock of all office supplies.
- General administrative duties as needed
- Coordinate with our Culture Committee in scheduling all office activities (i.e. catering and deliveries, vendors, etc.)
- Maintain office morale by creating and implementing a fun work environment to include holiday decorations and activities.
- Receives and sorts mail daily, receive and sign for shipments, and courier management

- Assist Office Manager with parking validations and access badge inventory, working proactively with Facilities Team to ensure both are on hand when needed.
- Assist Office Manager in the Onboarding process of new team member orientation.

Belk at Phipps Plaza | Atlanta, Georgia

2016 - 2018

Certified Advisor

- Manage day-to-day operations of the Lancome Cosmetics department.
- Meet and exceed sales goals by providing uncovering needs and marketing strategies.
- Provide exceptional, warm, and considerate customer service, utilizing exceptional interpersonal skills
- Maintain Lancôme restock counter inventory
- Provide professional makeup artistry and skincare and fragrance consultation
- Assist with storewide sales and events by preparing gift sets and other promotional products
- Meet sales goals by offering personalized customer service and establishing long-lasting relationships for customer retention
- Assist customers with online and telephone orders
- Meet sales goals by utilizing various customer-centered marketing strategies

World Changers Church International | College Park, Georgia

2013 - 2016

Executive Assistant

- Managed and coordinated all administrative day-to-day operations and activities for a staff of 20+ and volunteers, including schedules and special events.
- Managed all daily correspondence, including confidential information with internal and external parties.
- Scheduled all travel and expense approvals for department leaders utilizing Concur.
- Payroll input and reporting for office staff and contractors
- Coordinated office activities (monthly and weekly meetings, conference calls, office supplies, etc.).
- Department liaison with ministry and external departments, equipment and wardrobe vendors, music volunteers, and satellite location administrators.
- Assisted minister of music and thirty satellite locations with all administrative tasks pertaining to each music department
- Oversaw WCCI Planning Center account
- Coordinated wardrobe for praise team and choir member

Product Development Graphic Coordinator

2011 - 2013

- Supervised graphic design production schedule and assisted in the completion of all administrative tasks.
- Effectively assisted product development manager with all administrative tasks.
- Liaison with web designers, publications dept, developers, and vendors.
- Oversaw visual communications for CDM, WCCI, and WCC-NY properties
- Coordinated product office activities (monthly product meetings, office supplies, etc)

- Coordinated monthly church bulletin, lavatory signs, and lobby sign creation and delivery
- Payroll input and reporting for office staff and contractors
- Acted as liaison with internal and external printing vendors
- Scheduled travel and expense approvals for office staff within Concur.

Clayton County Tax Commissioner | Jonesboro, Georgia

2009 – 2011

Property Tax Technician

- Received and processed homestead and various other exemptions.
- Processed property tax returns, verified proper recording of property deeds, explained fair market values, calculation of tax amounts, tax deadlines, and billing dates.
- Maintained county tax digest and collected current/delinquent tax accounts.
- Provided superior customer service relations
- Assisted with all aspects of filing for various tax exemptions.

Education

Jackson State University | Jackson, Mississippi

Bachelor of Science: Business Administration/Accounting

References

Available on request.