

SUMMARY OF QUALIFICATIONS

- Well-educated and experienced multi-tasker, managing a fast-paced office
- Initiator with superb organizational skills with the ability to identify and manage priorities
- Dependable with high-level of professionalism using good judgement
- Ability to effectively communicate with people at multiple levels
- Intuitive and responsive in providing exemplary client service
- Resourceful and creative with a “will do” attitude

EXPERIENCE

ALAN HAMM ARCHITECTS, P.C., Kensington, MD, 2008 - Present

Commercial, 6-person architectural firm specializing in restaurant and retail projects.

ROLES

Office Manager - September 2008 - Present

Overseeing and managing the infrastructure and business processes of the office with the principal of the firm primarily off-site. Principal is assured that office will run smoothly.

- Utilizing QuickBooks to maintain A/P and A/R accounts. Preparing invoices, payments, deposits and reports.
- Purchasing products and services in a cost-conscious manner to ensure office staff have necessary resources to perform tasks. Maintaining vendor and service provider relationships. Point of contact.
- Preparing correspondence, proposals, bids and company forms. Creating, updating and maintaining spreadsheets, record keeping and filing systems.
- Maintaining principal’s professional and business licenses and certifications while researching and obtaining new licenses as projects warrant.
- Maintaining personnel files and reviewing timesheets.
- Preparing hiring advertisements and reviewing and filtering applications.
- Planning and organizing company birthday and holiday events.
- Supervising receptionist/office assistant.
- Created and updating company procedures manual.

Project Coordinator - May 2014 - Present

Team Coordination – Administrative support of architectural projects going from design concept to construction completion. Focus on project processes, through communication and documentation, freeing the architectural team to concentrate on design and construction criteria. Organizes and records all project documentation and information.

- Collecting the legal project documentation between the client (tenant), real estate brokers, lawyers, landlords and base building architects.
- Reviewing leases and other documents to insure client (tenant), design team and contractors meet requirements set forth by landlord for plan review, permitting and construction.
- Reading, distributing and tracking correspondence, documentation and construction plans related to projects to/from the design team, clients, landlords, vendors, contractors and jurisdictions.
- Procuring and recording contractual approvals from parties during all project phases.
- Assuring all clients that their needs and requirements are paramount through quick, professional and accurate responsiveness and reliability.
- Preparing weekly project status reports for a chain restaurant.
- Collecting and compiling data from multiple projects for summary reports.
- Coordinating the permitting, bidding and construction processes with the design team, jurisdiction, general contractor (GC), landlord and client.
- Managing project related documentation of RFIs, submittals, change orders and certificate of payments between the GC, designers and engineers.

Permit Expediter – May 2012 - Present

Providing permitting services to clients for jurisdictions across the United States. Enabling an expanding restaurant chain to keep pace with obtaining building permits in new locations. Permitting approximately 25 restaurants a year.

- Conducting research and developing the company reference library with the current codes, permitting processes, required applications and fees.
- Gathering information from clients, design team and property owners to meticulously and thoroughly complete governmental forms.
- Expediting, monitoring, tracking progress, and addressing responses to reviewer’s comments/approvals to culminate in obtaining a building permit.

EDUCATION

- Human Resources Graduate Certificate, University of Maryland, 2011
- Masters of Business Administration in Marketing, George Washington University
- Bachelors of Science Interior Design, University of Maryland

SKILLS

- Quickbooks Pro 2017 and 2019; Microsoft Office Suite; Microsoft Office 365, Dropbox
- Notary Public for the State of Maryland