

# Erica Amadi

## Skills

Microsoft Office, Google Workspace, Concur, Canvas, Event Management Systems, Computer Aided Dispatch Software, CRM Software, Expense Management Software, SAP Software, RFQ Software, Qualtrics, Doodle, Starfish

Excellent Communication Skills Achieved Through 15+ Years of Experience  
Practiced at Multitasking, Problem Solving, Conflict Resolution, Empathetic Leadership  
Dependable, Detail Oriented, Value-Driven  
Professional, Positive, Patient

## Experience

03/2023 - Present

University of Wisconsin-Madison / School of Veterinary Medicine - Madison, WI

*Administrative Assistant III - Office of Academic Affairs*

- △ Provide administrative support for the Office of Academic Affairs and direct assistance to the Director of Admissions and Associate Deans. Serve as the first point of contact to faculty and staff. Provide support services to students as they progress through the 4 year DVM (Doctor of Veterinary Medicine) program.
- △ Assist with the admissions process for interested applicants; connect applicants with resources and schedule advising appointments. Perform transcript evaluations and answer/triage questions about the application process throughout the average 8-9 month cycle to confirm each new DVM class.
- △ Coordinate travel for admissions team and academic affairs staff through SAP Concur. Partner with marketing and advancement staff to provide appropriate educational and promotional items for events.
- △ Reconcile transactions made with department purchasing card. Complete expense reports, work orders, payment to individual reports and direct payments and adhere to university policies and business practices.
- △ Manage staff calendars and schedule virtual meetings for various committees and curriculum development teams through Zoom, WebEx, and Teams. Created policies and procedures for the newly introduced Event Management System (EMS) which is now used for all SVM courses and non-curricular scheduling such as recurring hospital rounds, seminars, industry events and advancement opportunities.

05/2022 - 02/2023

University of Michigan / Trotter Multicultural Center - Ann Arbor, MI

*Administrative Assistant II*

- △ Provided administrative support for the department and direct assistance to Unit Leadership. Served as a point of contact between team members and external partners/affiliates within and beyond the units of Student Life (examples: Dean of Students, Accessibility and Accommodations, Intergroup Relations, Multi-Ethnic Student Affairs)
- △ Managed staff calendars, agendas, and requests for participation and attendance. Took minutes from meetings and followed up on concerns and ongoing projects.
- △ Managed onboarding, offboarding, and ongoing development for a professional team and 30+ student staff.
- △ Provided accurate tracking of general department funds and purchase reconciliations. Used Strategic Suppliers, Internal Service Providers, and Ordering Processes for programming, inventory and catering needs.
- △ Research collaboration opportunities, foster relationships, act as a liaison for concerns and questions. Partner directly with other members of staff for special projects relating to DEI efforts, multicultural engagement, and holistic wellbeing practices for students.

06/2021 - 04/2022

Daicel Arbor Biosciences / Chiral Technologies - Ann Arbor, MI

*Customer Care Specialist*

- △ Accurately and efficiently completed all steps of order quoting, processing, shipping and invoicing for a moderately sized Biotech company (operating on behalf of parent company Daicel) with a wide range of products and an impressive domestic and international customer base. Directly contributed to over \$1.2 million in sales during my time in this position.
- △ Created new records and customer accounts, including assisting with credit checks and ensuring that customer accounts remained in good standing. Maintained and updated customer records accordingly.
- △ Managed product inventory, quoting, purchasing, receiving, shipping and invoicing for customers.

- △ Provided support to sales and accounting departments through consistent multi-channel communication. Promptly responded to customer inquiries using available resources and problem solving skills.
- △ Managed multiple priorities as part of a 3 member customer care team; utilized knowledge of all departments and products to find solutions for consumers.
- △ Performed routine clerical duties and relied on expertise with Microsoft Office, Sage CRM and Sage 100 Accounting software for daily use.

11/2017 - 02/2023

Best Buy - Houston, TX / Ann Arbor, MI / Madison, WI

*Customer Service Specialist / Back Office Backup*

- △ Assisted customers with transactions at customer service and checkout while keeping consistently above average performance metrics (BBY, BP and GSP attachment, NPS).
- △ Focused on Store Pick Up and the transitions through a curbside-focused operations model while working daily audits and sharing SOP and prevalent application knowledge with fellow employees.
- △ Took over Back Office Tasks and performed them to satisfaction and in accordance with SOP. Independently handled cash management processes, hiring and on-boarding, timesheet management and employee files. Supported Front End Lead, Operations Manager and other members of store leadership to achieve goals.
- △ Assisted fulfillment and inventory teams as needed through the daily use of Backroom, pick, research, and find solutions for items on the pick list.
- △ Improved Customer Service department's knowledge through focused one on one training with fellow employees, and introduced common problem solving methods to maintain a positive customer experience.

04/2019 - 06/2019

Emergent Health Partners (Huron Valley Ambulance) - Ann Arbor, MI

*911 Call Taker*

- △ Successfully provided care and life-saving instructions in dire situations requiring an immediate response.
- △ Gained a strong foundation of knowledge for Emergency Fire Dispatching and Emergency Medical Dispatching, and completed certifications on competency of said knowledge.
- △ Gained a near mastery of job-specific software, specifically CAD (Computer Aided Dispatch) and ProQA in a short period of time with much persistence.
- △ Provided useful and thorough feedback on new training methods with assigned trainers and management.

08/2018 - 11/2018

University of Wisconsin-Madison - Madison, WI

*Law Enforcement Dispatcher*

- △ Successfully operated emergency and non-emergency phone lines, dispatch communication equipment, and emergency tie lines in an operations center open 24/7.
- △ Entered, updated and retrieved information in the AEGIS system, utilized TIME, RMS, NCIC and other resources for law enforcement purposes.
- △ Acquired knowledge of alarm systems such as Andover, Metasys, and Manitou and campus wide camera system, dispatched units or other necessary services in a timely manner.
- △ Passed all competency tests for position, from geography and jurisdiction to emergency codes and critical response protocol. Received high praise and consistent positive feedback throughout the training process.

06/2008 – 08/2009

Camp Addington - Davie, FL

*Camp Counselor (Seasonal)*

- △ Cared for children with learning disorders such as Autism, ADHD, Asperger's, and OCD and helped them become more independent with structured daily tasks and social skills training.
- △ Provided junior counselors with useful de-escalation methods in preparation for anxiety and panic struggles.
- △ Wrote daily reports on child progress and kept constant communication about child development.

### **Licenses and Certificates**

IAED Training in EMD and EFD Disciplines | BLS Certification from American Heart Association  
Mental Health First Aid

### **Hobbies and Interests**

Reading | Live Concerts | Motorcycles | Cooking | Bowling