# AVERY MONROE

## OPERATIONS & CLIENT EXPERIENCE SPECIALIST

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## PROFILE

Operations professional with 5+ years of experience helping service teams deliver consistent, thoughtful client experiences. Turns complex workflows into clear processes, dependable reporting, and practical tools that save time.

## EXPERIENCE

**Client Operations Specialist | Juniper Lane Studio**

Jan 2023–Present • Atlanta, GA

- Redesigned onboarding for 40+ monthly client projects, reducing average setup time from 5 days to 3 while maintaining a 96% checklist completion rate.
- Built a shared project tracker and weekly status digest that cut overdue handoffs by 28% over two quarters.
- Created 12 reusable client templates and a team style guide, saving an estimated 6 hours of administrative work each week.

**Administrative Coordinator | Alder & Finch Creative**

Jun 2020–Dec 2022 • Atlanta, GA

- Coordinated calendars, proposals, and project records for an 8-person team supporting 25 active client accounts.
- Standardized digital filing and document naming, reducing average file retrieval time from 6 minutes to under 2 minutes.
- Introduced a pre-delivery review checklist that reduced document corrections by 30% across a three-month pilot.

## SELECTED PROJECT

**Client Welcome Kit | Internal Process Improvement**

Developed a coordinated welcome guide, intake questionnaire, and project timeline. Adopted by the full team as the standard onboarding package for new clients.

## CORE SKILLS

Document design & formatting • Client onboarding • Process improvement

Project coordination • Quality assurance • Google Workspace • Microsoft Office

## EDUCATION

**B.A. in Communication | Briarfield College**

2020

FICTIONAL PORTFOLIO SAMPLE • Designed by Neesa Nichele Co.

All candidate details, organizations, and accomplishments are invented for demonstration.