**MARTIN LE**

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| 6722 Bostwick Drive, Springfield, VA ⬧ 571.425.2627 ⬧ smartwriters2015@gmail.com  |

**ADMINISTRATIVE ASSISTANCE & FREELANCE WRITER**

 FREELANCE WRITER | ADMINISTRATIVE ASSISTANCE | DATA ENTRY | DATABASE MANAGEMENT

Dynamic, highly organized, and detail-oriented Administrative Assistant & Freelance Writer showcasing over five years of comprehensive experience in administrative assistance and three years writing for senior leadership professionals and diverse companies. Multifaceted and customer-centric, offering a solid background in data entry, database management, and services coordination. Strong leadership skills with the ability to drive growth efforts while leading process improvement initiatives to enhance productivity. Expert in a wide range of administrative and writing service duties, including web content development, database management, article editing, SEO keywords research, SEO keywords research, creative and technical writing, and organizing administration tasks

**CORE COMPETENCIES**

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| * Special Project Management
* System Setup & Configuration
* IT Management & Technical Support
* Lean Technologies & Service Delivery
 | * Quality Assurance & Control
* Troubleshooting & Debugging
* Risk Mitigation & Management
* Technical Documentation Processes
 | * Data Privacy & System Security
* Process Improvement & Efficiency
* Problem Analysis & Issue Resolution
* Team Leadership & Employee Training
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**TECHNICAL SKILLS**

Windows; iOS; Android; Adobe (Dreamweaver, Photoshop, Animate); PacketTracer; Wireshark; Microsoft Office Suite (Word, Excel, Visio, Access, Project, Outlook); WordPress; SharePoint; Bill Quick, CCH.

**EDUCATION**

**BS Information Technology (GPA: 3.3)** –George Mason University, Fairfax, VA **May 2020**

**AS Electrical Engineering (GPA: 3.5)** –Northern Virginia Community College, Annandale, VA **August 2016**

**PROFESSIONAL EXPERIENCE**

**freelance writer**

Leaphigher Outreachfrog **October 2019 – Present**

* Researching and develop content strategies that accurately reflected company ideals and offering
* Take 100+ features through the production process from outline through substantive and copy-editing, SEO and keyword integration, and final draft.
* Writing informative, motivational, and creative articles.

4b World

WordAgents

**ADMINISTRATIVE ASSISTANT & IT Specialist** **January 2020 – Present**

Caldwell CPAs Bethesda, MD

* Manage and maintain CPAs’ databases for 2000+ clients and entities by performing data entry and building client profiles and projects.
* Process management information reports, actively working with the Tax Accountant Manager’s team to report and monitor projects.
* Scan clients’ source documents using CCH ProSystem FX Scan with Autoflow Technology to help tax accountants achieve tax returns.
* Install, update, maintain, and troubleshoot software/hardware computers while solving issues with the outsourced IT provider.
* Review/recommend products to assist IT management in providing efficient, economical, and scalable solutions for business units.
* Proactively help accountants in e-filing or paper extensions for the client or entities tax. Assist the supervisor in ordering IT office supplies, products, or equipment, communicating with an IT company to find the best tech solutions for the company.
* Carefully and accurately handle payments from clients through credit cards and checks to ensure business operations continuity.

**Assistant Manager June 2013 – Present**

Pho Deluxe Restaurant Vienna, VA

* Directly supported in achieving departmental guest satisfaction targets and food/beverage revenues determined by the company.
* Effectively ensured that all company service standards and sequences are being followed/adhered to by employees and staff.
* Ensured that staff comply with Public Health regulations while maintaining working inventories and restaurant equipment in circulation.
* Worked with a team while assisting in managing/achieving restaurant budgets for departmental expenses, salaries, and maintenance.

**CACI Digital Transformation Data Entry Specialist (CONTRACTOR) June 2020 – January 2020**

Armedia Vienna, VA

* Led CACI Human Resources environment’s digital transformation by transferring physical documents into digital format utilizing Captiva. Performed quality assurance to ensure 100% success in digital conversion without data loss and with database accuracy.
* Developed a tracking mechanism that correctly identifies the source, destination, and status for documents transformed digitally.
* Comprehensively created and published daily progress and status reports for the project and leadership review, achieving 100% data privacy and confidentiality in supporting the digital transformation while demonstrating excellence in IT support.