

# Alexandria Nieznay

(Lexi)

Enthusiastic Senior Administrative Assistant with management experience and a passion for providing top-notch support to CEO and other top executives. Seeking to expand my talents in a reputable firm that fosters and encourages professional growth.

2414 Calumet St Unit A  
Houston, Texas 77004

832-909-3216

[alexandria.nieznay@gmail.com](mailto:alexandria.nieznay@gmail.com)

## EXPERIENCE

### National Brain Injury Institute (NBII) — Sr. Administrative Assistant

JANUARY 2020–PRESENT

- Acting liaison for patients and attorneys in order to effectively communicate complex medical diagnosis and treatment.
- Manage a team of five Medical Assistants and seven Administrative Assistants to provide excellent customer service
- Process 100+ referrals monthly and maintain 75% return in business from referral sources.
- Maximize productivity rates by proactively providing feedback on operational concerns and potential issues.

### QRI Group — Office Manager

SEPTEMBER 2018–JANUARY 2020

- Promoted to fulfill a broad range of tasks, primarily as Executive Assistant to the VP of Human Operations.
- Created a new filing system for confidential employee information and reorganized years of documentation.
- Slashed travel costs by 30% by negotiating better hotel rates and investigating airline costs.
- Managed all employee travel, including 3 C-suite level executives, and accommodated last-minute changes seamlessly.

### QRI Group — Front Office Coordinator

JUNE 2018–SEPTEMBER 2018

- Greeted visitors, including international executives, to uphold a professional and warm first impression of the company.
- Integrated a new automated phone system to reduce the number of daily spam calls by 75% and increase productivity.
- Hired, trained, and onboarded all new employees, providing consistent and swift support during their transition.
- Supported the VP of Human Operations and planned company-wide events for 50+ employees.

## EDUCATION

### Lone Star College | Associates of Arts

Graduated in 2020 with a focus in Psychology and a 3.78 GPA

### University of Houston | Bachelor of Science, Psychology

Exp. 2023

## EXPERTISE

Customer Service

File Maintenance

Confidentiality

Office Management

Workforce Monitoring

Departmental Liaison

Schedule Management

Travel Management

Phone Etiquette

Billing/Invoicing

G Suite

Microsoft Office

Supply Inventory

Payroll

Salesforce

InfusionSoft

## VOLUNTEER EXPERIENCE

### Crisis Text Line

Crisis Counselor | 2018 — Present

### Rescue Houston

Caller 2018 | 2018 - Present

### Meals on Wheels

Driver | 2016 - Present