

John(Jean) Paz

+1 818-984-7099

workemailfortexas@gmail.com

Cypress, TX

WORK EXPERIENCE

Office Administrator / Customer Support Coordinator, RYCO Hydraulics

March 2023 - July 2025

- Managed daily administrative operations, maintained documentation for shipments (domestic and international), and coordinated closely with accounting and client services for invoice verification.
- Provided customer service support, responding to client inquiries, updating order status, and resolving service issues promptly.
- Utilized SAP ERP to track inventory and improve order accuracy, contributing to a 15% reduction in shipping errors.
- Supported HR and training efforts by onboarding new team members and maintaining employee records.
- Led office supply management, maintained schedules, and enforced safety compliance across departments.

Administrative Coordinator / Client Services Liaison, Amware Fulfillment

October 2018 - February 2023

- Created and maintained standard operating procedures (SOPs) for administrative and client-facing workflows.
- Served as the main point of contact for clients regarding orders, deliveries, and issue resolution.
- Conducted ABC analysis for administrative reporting and inventory prioritization.
- Scheduled meetings, prepared reports, handled inbound calls/emails, and managed correspondence logs.
- Oversaw data entry and reconciled records across departments to ensure order accuracy (98% rate).

Executive Administrative Assistant, Quest diagnostics

March 2015 - September 2018

- Maintained spreadsheets tracking carrier details, shipment values, and order timelines.
- Provided executive-level support with calendar management, payroll coordination, and scheduling.
- Led training for new hires on internal systems and standard procedures, improving administrative efficiency.
- Scheduled patient appointments, managed calendars for lab supervisors, and coordinated meetings.
- Handled high call volumes, answered patient and provider inquiries, and routed messages to appropriate departments.

EDUCATION

California State University-Northridge

2014-2018

Bachelor of Arts - BA, communications Studies

Bachelor of Science in Marketing

SKILLS

Admin Assistant, Customer Service, Cycle Counting, Expense Reports, File Systems, Google Workspace, Microsoft Access, Microsoft Excel, Microsoft Outlook, Multi Tasking, Salesforce, Sap, WMS

CERTIFICATION AND LICENSES

Loan Signing Agent

2025

Real estate License

2025