Amber Lerma

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PROFESSIONAL SUMMARY

Operations-focused administrative professional with 10+ years of experience supporting teams, improving workflows, and creating organized systems that help organizations run more effectively. Known for adaptability, initiative, and bringing structure to fast-moving environments through process improvement, documentation management, and cross-functional coordination. Passionate about supporting mission-driven organizations through dependable operational and administrative support.

PROFESSIONAL EXPERIENCE

Soul of Chiron Creations, LLC *Mar 2020 – Present*
Owner & Operations Coordinator

- Designed and developed branded digital and print materials, including custom forms, templates, and business documents
- Managed website content, digital organization, customer communication, and operational workflows for a self-directed small business.
- Managed end-to-end business operations, including workflow design, customer communication, and order processing
- Created structured documentation systems and templates to improve efficiency and usability
- Utilized tools such as Microsoft Word (Developer tools), Excel, and design platforms to produce professional-grade deliverables

Whitaker Insurance Associates, Inc. *Mar 2022 – Apr 2026*
Administrative Operations Coordinator (Receptionist / Commercial Support)

- Served as a central point of coordination for office operations, client communication, and administrative workflow support.
- Provided high-level administrative and operational support to ownership, regularly performing executive-level administrative and operational support functions
- Created custom forms, fillable documents, and workflow tools that improved organization, consistency, and day-to-day operational efficiency.
- Maintained and organize client data within Applied Epic, ensuring accuracy, accessibility, and compliance
- Identified workflow inefficiencies and implemented practical process improvements to support organization, consistency, and team productivity.
- Balanced multiple priorities in a fast-paced environment, maintaining professionalism, accuracy, and strong follow-through

Government Personnel Mutual (GPM) Life Insurance *Aug 2018 – Oct 2021*
New Business Case Manager / Executive Support to VP, Customer Service

- Processed insurance applications and supporting documentation with a high level of accuracy to keep cases moving efficiently through underwriting
- Provided direct administrative and operational support to the VP of Customer Service, regularly handling work that functioned at an executive-assistant level
- Coordinated with agents, vendors, and internal departments to resolve documentation needs and maintain workflow continuity
- Tracked policy replacement and case-related information in Excel while supporting organized, compliant recordkeeping

JPMorgan Chase *Jul 2011 – May 2018*
Business Online Technical Support Specialist / Escalation Point

- Served as a key escalation contact for complex issues involving online banking access, functionality, and account support for business and personal clients
- Troubleshot technical and account-related concerns while partnering with branch and regional contacts to resolve high-priority cases
- Balanced customer service, technical support, and research responsibilities in a corporate environment that required accuracy, judgment, and professionalism

Sam's Club *Oct 2009 – Jul 2011*
Front-End Supervisor

- Supervised front-end operations for a high-volume retail environment, overseeing a team of approximately 20-30 associates
- Managed daily scheduling, break and lunch coordination, and real-time floor coverage
- Resolved escalated customer service issues and supported multiple departments as needed
- Maintained operational flow across multiple departments, adapting to real-time staffing and business needs

Melrose *Nov 2006 – Jul 2009*
Assistant Manager

- Supported store operations including staffing, scheduling, inventory, customer service, and sales-floor management
- Assisted with hiring, training, and supervising team members
- Handled customer service escalations and operational issues

CORE SKILLS

- Executive & Administrative Support
- Operations Coordination
- Process & Workflow Improvement
- Advanced Microsoft Office Suite (Microsoft 365): Word, Excel, Outlook
- Cross-Functional Collaboration
- Documentation Management
- Workflow Coordination
- Organizational Support
- Team Coordination
- Applied Epic Insurance Software
- Document & Form Creation
- Client Communication & Service
- Problem Solving
- Data Entry & Records Management
- Shopify & E-commerce Operations

EDUCATION

GED