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Catherine Evans

Office Assistant

Office assistant with 4 years supporting professional services teams of 20 to 40 people. Comfortable juggling front-desk traffic, calendars across three or four partners, and the small ops projects nobody else owns. Known for catching billing errors before invoices go out and keeping the supply closet from becoming a problem.

CONTACT INFORMATION

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EDUCATION

- Associate of Applied Science, Business Administration, Community College of Rhode Island, 2020

KEY SKILLS

- Microsoft 365 (Outlook, Word, Excel, Teams)
- Calendar and travel coordination
- Front-desk and visitor management
- Vendor invoice review
- Applied Epic, Clio
- Expense reports (Concur)
- DocuSign and Adobe Acrobat
- Light bookkeeping and reconciliation
- Mail merge and form letters

PROFESSIONAL EXPERIENCE

Office Assistant I 2022 - Present

Whitcomb & Reyes Law Group, Providence, RI | 2022 to Present

- Manage front desk for a 32-attorney office: greet clients, screen around 60 calls a day, and route messages through the firm's case management system.
- Track four partner calendars in Outlook, schedule depositions and client meetings, and reconcile conflicts before they hit the partner's morning prep.
- Audited monthly vendor invoices and flagged duplicate charges from the records-storage vendor, recovering \$4,820 over two quarters.
- Reorganized the central supply ordering process onto a shared Teams list and cut rush-order Amazon spend by roughly a third.
- Trained two new receptionists on intake forms, postage logs, and the firm's e-filing checklist.

Administrative Assistant I 2020 - 2022

Bayhead Insurance Brokers, Cranston, RI | 2020 to 2022

- Supported a team of 14 brokers with policy renewals, certificate requests, and client follow-ups in Applied Epic.
- Processed an average of 45 certificate of insurance requests per week with same-day turnaround.
- Maintained the shared renewals tracker and surfaced lapsing accounts during the Monday team huddle.
- Took over expense report review for the two senior brokers and cleared a backlog of 38 reports in three weeks.