AUBRIANNE ROETTGEN

951-392-0480 | Aroettgen_94@outlook.com

Administrative Assistant

PROFESSIONAL SUMMARY

Organized and dependable administrative professional with hands-on experience supporting business operations, managing customer communications, and maintaining accurate records. Proficient in Microsoft Office Suite, Google Workspace, and CRM platforms. Holds an A.S. in Business Administration with certificates in Business Clerical and Business Accounting, and is currently pursuing a B.S. in Business Administration at Western Governors University. Thrives in fast-paced environments and is committed to keeping operations running efficiently.

CORE SKILLS

• Administrative Support • Scheduling & Calendar Coordination • Records Management
• Microsoft Excel • Microsoft Word • Microsoft Outlook
• Google Workspace • Data Entry & Documentation • Office Procedures
• Email Correspondence • Budget Tracking • Professional Communication
• CRM & Database Management • Time Management & Multitasking • Team Collaboration

PROFESSIONAL EXPERIENCE

Winning Ways – *Greeter / Event Manager* September 2024 – May 2025

- Coordinated event logistics from setup to completion, managing scheduling, guest flow, and cross-department communication.
- Processed payments and maintained organized event records with accuracy and attention to detail.
- Served as primary point of contact for guests and internal team members, demonstrating strong interpersonal and communication skills.

Diamond Valley Honda – *Customer Care Representative* February 2024 – April 2024

- Managed inbound and outbound calls, appointment scheduling, and administrative follow-up tasks.
- Tracked sales metrics and maintained accurate records in support of daily business operations.
- Attended strategy meetings and contributed to process improvement discussions focused on efficiency.

Gosch Auto Group – *BDC Service Representative* September 2021 – December 2021

- Maintained and updated CRM records with precision while managing a high volume of daily customer interactions.
- Coordinated appointment scheduling and conducted follow-up communications to ensure customer satisfaction.
- Supported service department operations through accurate documentation and proactive communication.

EDUCATION

Western Governors University — Expected Graduation: 2028
Bachelor of Science (B.S.) in Business Administration — In Progress

Mount San Jacinto College — Completed May 2026
Associate of Science (A.S.) in Business Administration
Certificates: Business Accounting | Business Clerical | Small Business Entrepreneurship

Hemet High School
High School Diploma — June 2012