

JOY MUYOYO

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PROFESSIONAL SUMMARY

Operations and administrative support professional experienced in maintaining accurate records, completing documentation, tracking project information, and supporting established workflows across consulting, healthcare, and higher education. Background includes database tracking, document review, reporting, invoice and purchase order processing, and scheduling. Developed reporting tools that reduced delays by 95%.

CORE SKILLS

Operations & Administrative Support | Records Management | Document Review & Quality Checks | Data Accuracy & Tracking | Database Tracking | Project Documentation | Reporting | Scheduling & Logistics | Invoice & Purchase Order Processing | Vendor Coordination | Workflow Support

PROFESSIONAL EXPERIENCE

Action Behavior Centers

Aug 2024 - Present

Behavior Therapist

Richmond, TX

- Maintain complete, accurate session notes and structured client records to support consistent documentation and day-to-day service workflows.
- Review progress logs and records for completeness and accuracy, applying routine quality checks and keeping documentation organized for team reference.
- Follow individualized service plans, track updates, and communicate relevant information to interdisciplinary team members while managing assigned daily tasks.

Deloitte

Feb 2022 - Jun 2023

Engagement Financial Advisor

Houston, TX

- Tracked records and reporting activities for 25+ project portfolios, validating data and maintaining organized documentation for accurate reporting.
- Created automated reporting tools that reduced reporting delays by 95% and improved consistency across recurring workflows.
- Coordinated project information and reporting activities across internal teams to support execution of shared deliverables.
- Supported cross-functional process improvements contributing to a 26% increase in contract profitability.

The University of Texas at Austin

Jul 2019 - Jun 2021

Administrative Assistant

Austin, TX

- Coordinated logistics for 100+ vendors while maintaining mailing records, databases, and related administrative documentation.
- Processed invoices and purchase orders with attention to accuracy and organized supporting records for reliable administrative workflows.
- Managed scheduling, correspondence, and documentation for executive staff and multiple departments.

EDUCATION

The University of Texas at Austin | Bachelor of Science in Public Relations