

# Taya Ross-Altman

## Operations Coordinator • Administrative & Process Support

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## Operations & Coordination Skills

- Operations & workflow coordination
- Intake, tracking & follow-through
- Cross-functional communication
- Document control & quality assurance
- Process improvement & standardization
- Scheduling & deadline management
- Internal systems & documentation
- Front-line operational support

## Tools & Systems

- Microsoft Office (Word, Excel, PowerPoint)
- Document management & filing systems
- WordPress / CMS (administrative & ops use)
- Ajera, Newforma
- QuickBooks (foundational)
- Canva (internal documentation & visuals)

## Experience

### Evergreen Engineering, Inc.

Marketing Administrator / Technical Writer | July 2024 - December 2025

- Coordinated end-to-end operational workflows for high-volume client proposals across multiple engineering disciplines.
- Managed intake, tracked progress, and ensured deliverables met internal standards and external deadlines.
- Served as final quality-control checkpoint for client-facing documents, ensuring accuracy, formatting consistency, and brand compliance.
- Acted as a central coordination point between leadership, marketing, and technical staff to resolve bottlenecks and maintain momentum.
- Maintained internal documentation systems and intranet resources to support consistent operational practices.
- Standardized templates, resumes, and shared materials to reduce rework and errors across teams.

Front Office Administrator | April 2024 - July 2024

- Supported daily office operations including front desk coverage, phones, visitor coordination, and administrative intake.
- Assisted with scheduling, internal communication, and document handling during a period of increased operational demand.
- Transitioned into higher-responsibility coordination and documentation support roles.

### Providence Medical Group – Neurology

Patient Services Specialist | 2022-2024

- Provided high-volume operational support at the front desk and via phone in a fast-paced clinical environment.
- Coordinated scheduling, patient intake, records handling, and interdepartmental communication.
- Ranked in the top 10% for call response metrics; contributed to a team recognized with the "Wow Factor" service award.
- Maintained accuracy and professionalism under time pressure and competing priorities.

### Sod Father Enterprises

Executive Assistant | 2020-2023

- Supported daily business operations including scheduling, vendor coordination, invoicing, and records management.
- Improved operational efficiency by approximately 25% through redesign of filing and invoicing systems.
- Served as a trusted point of operational support for ownership.

## Education & Certifications

### Bookkeeping Certificate coursework — College of the Redwoods

Program discontinued | 3.98 GPA | Excel, Business Law, QuickBooks

Continuing Education: Canva Design School; LinkedIn Learning (visual design, communication)