

Bethlehem Gelan

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Objective

Detail-oriented and highly organized professional with a background in project coordination, office administration, and customer-facing roles. Skilled in supporting cross-functional initiatives, transitioning business systems, and ensuring timely execution of tasks. Demonstrated ability to manage schedules, assist with operational projects, and work collaboratively with leadership teams to enhance workflow efficiency.

Key Skills

- Project Coordination & Support
- Administrative Assistance
- Data & File System Migration
- Task Scheduling & Prioritization
- Payroll Processing (ADP, Rippling)
- Legal Case Management (Needles, Filevine)
- Client Communication & Service
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Project Tools: Monday.com, Smartsheets, Kanban, Adobe, Canva)
- Confidentiality and Sensitive Information

Experience

Receptionist, Anderson Injury Lawyers | 2024 – Present

- Provided front desk and operational support in a fast-paced legal environment
- Conducted high volume of inbound/outbound calls, averaging about 100-110 calls a day, along with emails, and client inquiries professionally
- Coordinated w/ attorneys and case managers with scheduling and appointments, ensuring an efficient client-centered environment
- Schedule and coordinate appointments, maintaining an organized and efficient office workflow
- Assist attorneys with administrative tasks, document preparation, and data entry of client records
- Maintaining confidentiality when handling sensitive legal documents and client information.
- Utilize recording tools such as Needles and File-vine for case management, document filing, and organization of client records.

- Collaborated w/ COO on firm-wide projects, including digitizing and transferring case files to newly document management systems.

Assistant Manager, FANTU Inc. | 2018 - 2024

- Oversee daily business operations, including Sales Analysis, Payroll, Inventory/Supply Management, and Training.
- Processed payroll through ADP and executed adjustments with Rippling to ensure accurate compensation.
- Implemented team schedules, delegated tasks, and led team meetings to improve sales and customer satisfaction.
- Analyzed daily revenue and developed financial reports to guide operational decisions.
- Played a key role in employee onboarding and workflow improvement projects.
- Aid in administrative duties such as supply and inventory management, filing documents, data entry, and assisting in leasing/rental of apartment complexes.

Education

Texas A&M University-Commerce (East Texas A&M University)

Bachelor of Business Administration & Management (Summa Cum Laude, 2018-2023)

- *Relevant coursework: Project Management, Finance, Business Legal Environment, and Entrepreneurial Strategies*
- **Agile Project Management Methodologies (2022) Certification**
Expertise in project planning, budgeting, task management, and client-oriented execution.