

ALICIA ROBINSON

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PROFESSIONAL SUMMARY

Highly organized and dependable Administrative, Operations, and Client Management Professional with 10+ years of experience across healthcare, education, government, property management, and financial services. Proven ability to manage teams, clients, and confidential information while supporting onboarding, compliance, and operational growth.

CORE SKILLS

Office & Operations Management, Client & Team Management, Property & Portfolio Management, Lease & Application Review, Background Screening, Credit Repair Onboarding, Social Media Marketing, Payroll Processing, HIPAA Compliance, Epic EMR, Budgeting & Inventory Management, Crisis Resolution, Microsoft Office Suite, Adobe Photoshop & Illustrator, Canva

PROFESSIONAL EXPERIENCE

Office Manager – Introspect Youth Services, Inc. | Oct 2025 – Present

Coordinate college campus visits, manage logistics, oversee administrative operations, handle communications, prepare documentation, manage budgets, inventory, and vendor services.

Property Management Operations | Oct 2024 – Jul 2025

Managed 20+ residential properties, conducted background checks, reviewed lease agreements and rental applications, maintained confidential records, and supported tenant communications.

Client & Team Manager – Novae | Oct 2018 – Present

Manage client relationships and support teams assisting with credit repair services. Guide clients through onboarding, documentation collection, and service expectations. Support and mentor team members while leveraging online and social media marketing to generate leads and engagement.

Administrative Assistant I – University of Chicago | Jan 2018 – Feb 2020

Supported faculty and nurse practitioners, coordinated meetings, managed travel and expenses, provided technical support, and improved patient communication using Epic EMR.

Administrative Assistant – Advocate Medical Group | Aug 2015 – Jan 2018

Processed physician payments, approved payroll, implemented SOPs, and managed office inventory and events.

Secretary V – University of Chicago | Jan 2012 – Jul 2015

Optimized scheduling, coordinated travel and meetings, implemented SOPs, and supported medical records management.

INTERNSHIP EXPERIENCE

Congressman Danny K. Davis | Jul 2023 – Present

Supported office operations, managed constituent communications, and conducted voter outreach.

LEADERSHIP EXPERIENCE

Business Owner & Manager (2018 – Present): Led a team of 25 professionals, overseeing hiring, training, scheduling, performance management, and business growth.

REFERENCES

Available upon request.