

Julia Mattia

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Skills

Technical Skills: Adobe Suite, Basecamp, CRM Systems (GoFileRoom, Star, Axxess Tax), Microsoft Office.

Marketing: Content Creation, Social Media Strategy, Proofreading, APA Editing, Newsletter Design.

Project Management: Client Onboarding, Database Management, Scheduling, Team Collaboration.

Soft Skills: Time Management, Creative Problem-Solving, Client Relations, Detail-Oriented Organization.

Education

Temple University

B.A. in Advertising, Concentration in Copywriting

Professional Experience

Administrative Assistant

DaVita Dialysis

May 2024 – December 2024

- Led updates to 70+ confidential patient files, ensuring data accuracy and compliance.
- Implemented inventory controls, resulting in a 10% increase in operational efficiency at the facility.
- Ordered all of the clinical and non-clinical supplies, constantly completing inventory counts and updating par levels based on the patients' needs.
- Coordinated and managed patient transportation logistics, completing medical necessity forms, standing order applications, and assisting patients through the setup process with their insurance.
- Counseled patients as Modality Choice Lead, enabling informed decisions on dialysis treatment options.
- Organized team-building activities and workplace events, fostering a positive and collaborative culture.

Administrative Tax Specialist

WIPFLI

October 2022 – May 2024

- Optimized tax processes by managing CRM, GoFileRoom, Star, and Axxess Tax databases for 5,000+ clients.
- Supported 10–20 associates with tax organizer preparation and database management.
- Processed and distributed 10 tax returns daily, ensuring 100% compliance with industry regulations.
- Proofread and formatted 30+ client letters weekly, adhering to firm protocols to mitigate risks.
- Facilitated client onboarding and I-9 filing processes, ensuring seamless transitions and compliance.

Marketing Content Writer/Coordinator

SERI

March 2022 – September 2022

- Produced six monthly newsletters for global R2-certified recycling facilities, increasing readership by 50%.
- Proofread 10+ published articles, enhancing the quality of educational resources.
- Designed social media graphic templates for LinkedIn accounts, boosting engagement.
- Collaborated with marketing leadership to refine brand strategy, securing industry speaking engagements.

Proofreader

JK Design Inc

June 2021 – January 2022

- Mastered Basecamp for local campaigns and a 200-page farewell deck for Johnson & Johnson.
- Proofread creative decks and client materials, ensuring accuracy and professional presentation.
- Maintained consistency in articles, B2B resources, and client presentations aligned with APA standards.

Achievements

- Increased newsletter readership by 50% through engaging content strategies at SERI.
- Enhanced patient satisfaction as Modality Choice Lead for over 65 patients.
- Improved tax operations by managing databases for 5,000+ clients and supporting associates at WIPFLI.