

ADMINISTRATIVE ASSISTANT

Summary

Experienced Administrative Assistant with extensive background providing support to college Dean of Student Success, Associate Vice President of Student Affairs and Vice President of Student Affairs. Technically proficient, with experience in using wide range of computer software and systems. Provided support and counsel on projects requiring confidentiality, independent thinking, and competence. Processed budgetary issues, employee records. Triaged and managed student needs. Assisted in college wide committees and projects.

Core Qualifications

- Microsoft Office Suite
- Datatel
- Power Campus
- BlackBoard
- Student Affairs Record System (SARS)
- ImageNow
- Siemens (Call Center Software)

Professional Experience

07/2013 to Current

ADMINISTRATIVE ASSISTANT Company Name i/4 City , State

- Responsible for administrative support functions for division Dean.
- Maintain schedule and coordinate plans for meetings, including logistical, catering and technical needs.
- Provide support services for department faculty.
- Supervision/Management Provide oversight for the federal student worker.
- Process and approve payroll for staff and student worker.
- Budgetary Support Maintain budget for School of Education Undergraduate and Graduate programs.
- Process requisitions and purchase orders for all School of Education budget lines.
- Maintain accurate accounting records.
- Track and manage travel plans and budget.

01/2005 to 01/2011

ADMINISTRATIVE ASSISTANT Company Name i/4 City , State

- Provide administrative support to the Dean of Student Success and Vice President of Student Affairs.
- In this capacity, responsible for: Administrative Support Responsible for administrative support functions for senior level college administrator.
- Coordinate and prepare all files for discipline and judiciary level actions for both the student and the Judicial Hearing Board.
- Maintain schedule and coordinate plans for meetings, including logistical, catering and technical needs.
- Develop metrics on student servicing levels.
- Provide support services for a professional staff of forty, maintaining balance between student appointments and their academic and college-wide responsibilities in faculty union environment.
- Design report templates for efficiency monitoring of student mentoring book loan program.
- Monitor Faculty and Cadre hours to ensure budgetary compliance.
- Supervision/Management Provide oversight for the Student Success Center front desk staff and student workers.
- Participate in training new staff both professional and support.
- Assist in creation of front desk service procedures.
- Train all new front desk staff and oversee student workers.
- Customer Service Effectively communicate with students, parents, staff and faculty in accordance with FERPA (Family Educational Rights Privacy Act) regulations.
- Assist with College's call center during peak periods.
- Train all new employees on SARS scheduling management system.
- JENNIFER BODEK 2 Budgetary Support Provide support to the management of Student Success Center Operating Budget.
- Maintain budget for Title III and PECO Minority Male Mentoring Program grant funds as well as other smaller grant funds within Student Affairs.
- Process requisitions and purchase orders for all Student Affairs budget lines.
- Maintain accurate accounting records for federal grants.
- Streamline College's Foundation book loan process to students, resulting in more efficiency.
- Technology Support SARS Administrator and Super User (scheduling management system) for Student Affairs; act as software systems contact both inside the college and point of contact for benchmarking information.
- Provide support to all Student Affairs staff on projects requiring use of basic office software.

01/1999 to 01/2004

ADMINISTRATIVE ASSISTANT Company Name i/4 City , State

- Assisted with all daily functions of a small family-owned sign shop.

- Learned use of CASmate and CASwin software to perform basic sign design.
- Assisted with converting all customer information in paper files to business software.
- Maintained office and sign production supplies.
- Performed multiple facets of customer service, from point of inquiry to billing.
- Researched vendors to ensure getting lowest possible costs to maintain competitive pricing.

01/1998 to 01/1999

ADMINISTRATIVE ASSISTANT Company Name i¼ City , State

- Performed all front desk receptionist operations, including answering phones and scheduling appointments.
- Organized small office filing system to better match newer insurance reimbursement procedures.
- Submitted insurance reimbursement forms for office as well as patients.
- Provided customers with reminder calls for routine check up scheduling.
- Kept office and waiting area tidy and welcoming to reduce patient tension while waiting.

Education and Training

Spring 2013

Bachelor of Science : Business Administration Albright College i¼ City , State Business Administration

January 2016

Master of Science

Fall 2006

Associate of Liberal Studies Montgomery County Community College i¼ City , State

mc3.edu, 610-819-2070 Rodney Altemose, EdD, Executive Director, Bucks County Community College, Rodney.Altemose@bucks.edu, 215-258-7700 Ext. 7750 Andrea M. Porter, M.L.A., Registrar, School of Design, University of Pennsylvania, anporter@design.upenn.edu, 215-898-6210 Montgomery County Community College Completed CQI Training; participated in Technology Block Party. Appointed to committees related to College Hall Renovations for Student Affairs, Institutional Effectiveness and Enrollment Management's One Stop Shop, Auxiliary Services Department, Student Affairs Spirit and multiple Hiring Committees. WRITTEN REFERENCES AVAILABLE UPON REQUEST
Steady Moono, EdD, Vice President of West Campus

Skills

academic, accounting, Administrative Support, Streamline, balance, basic, benchmarking, billing, book, Budget, call center, competitive, Customer Service, filing, forms, funds, grants, Hiring, imaging, insurance, layout design, Director, meetings, Mentoring, Access, Microsoft Office Suite, office, Microsoft Project, Publisher, payroll, peak, pricing, receptionist, scheduling, Siemens, Supervision, answering phones, Visio, WRITTEN