

RITA KIEN

Administrative Assistant

SUMMARY

Eight years experience providing administrative support for educational institutions. Expert in using technology to enhance speed and accuracy of administrative tasks. Demonstrated range of professional communication skills. Earned Associate of Arts degree in Business Administration while working full-time.

SKILLS

- Communications
- Data Entry
- Organization
- MS Excel
- 10-Key Calculator
- Business Correspondence
- Community Relations
- Stocking and Supplies
- Office Machines
- Mail Routing
- MS Word
- Bookkeeping

EXPERIENCE

HOUSTON UNIVERSITY, Houston, Texas

2009 to Present

Administrative Assistant

Provided wide range of administrative and clerical duties to the Financial Aid Department. Input student financial aid data into national database, calculated student loan totals for reporting purposes, and provided administrative support to student financial aid counselors.

- Designed templates to automate production of award letters and other common correspondence, reducing generation time by 75%.
- Performed timely and highly accurate data entry to ensure fastest turnaround possible for student financial aid applicants.
- Created Excel spreadsheets to summarize financial aid activity for University administrators.
- Answered incoming phone lines to provide details on filing deadlines and application status.
- Developed thorough guidelines for operating office equipment to reduce repair calls and streamline usage.

Washington Community College, Houston, Texas

2006 to 2009

Office Assistant

Performed various clerical and administrative duties for Washington Community College's English and Psychology Departments, including scheduling appointments and meetings, providing public information on programs, typing, filing, faxing, and answering phones.

- Assisted faculty with grade submissions to ensure timely posting of students' grades.
- Managed departmental meeting schedules to eliminate conflicts and ensure the availability of all necessary attendees
- Contacted students to schedule appointments with faculty. Devised a system to manage student contact information and organize messages between students and faculty.
- Volunteered in the department's facility for severely disabled children by handling emergency situations, taking vitals, and monitoring patient condition at the direction of the professional staff.

Lakeside Elementary School, Lakeside Elementary School
Clerk

2004 to 2006

Reporting directly to principal, opened office, and provided key clerical support for up to 55 staff and +550 students. School and district liaison with parents, students, vendors, and the general public. Acted as a primary information resource, providing referrals, direction, information, and general assistance.

- Managed extensive phone work to facilitate school-wide communication.
- Filtered principal's mail and incoming calls to prioritize activity and reduce interruptions.
- Achieved 30% discount on purchases by ordering school supplies in bulk three times per year.
- Composed, edited and sent newsletters to inform the community of school needs, projects, and progress.
- Designed and generated reports to assist principal with school management activities: calendars, attendance, lunch verification, student progress reporting, purchase orders, inventory counts, and mailing databases.

EDUCATION AND TRAINING

Associate of Arts Degree, (Business Administration)

2008

Washington Community College, Houston, Texas

Additional Courses

Microsoft Office for Support Professionals
Basic Bookkeeping with Quicken and QuickBooks
FAFSA Processing
Customer Service Techniques