

Sofia Anthony

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SUMMARY

Academic records professional with four years of higher education experience supporting **student records**, transcripts, registration, petitions, **graduation audits**, certificate completion, and end of term processing. Maintains accurate documentation across **student information databases** while researching record issues and guiding students through registration and payment questions. Communicates clearly with students, faculty, colleagues, and supervisors through telephone, email, and in person service. Manages concurrent requests independently, applies careful file audits, recognizes issues requiring escalation, and follows cases through closure. Experience with Cascade web content updates, administrative record changes, transcript workflows, and quality checks supports dependable registrar operations. A collaborative approach has strengthened relationships across advising, registrar, and academic program teams. Contributions can support accurate records, responsive service, timely **certificate processing**, and a positive student experience.

EXPERIENCE

Academic Records Coordinator

August 2024 - Present

Prairie City College

Evanston, IL

Coordinates graduation audits, petitions, certificate completion, registration support, record quality review, and Cascade updates. Works independently across concurrent requests while documenting decisions, researching exceptions, supporting students and colleagues, and escalating policy questions for accurate registrar processing.

- Completed **graduation audits** for **undergraduate** and certificate students, documenting decisions for accurate final review.
- Researched petition exceptions in **student records**, coordinating follow up until each case reached closure.
- Processed certificate completion records after reviewing requirements, approvals, and supporting documentation for accuracy.
- Updated Cascade **web content** after checking dates, links, and departmental information for student access.
- Guided students through **registration** and **payment questions** using clear email and telephone communication.
- Audited files for missing information, escalating policy exceptions before final record processing.
- Balanced concurrent student requests with end of term deadlines through organized case notes.
- Improved team reference materials after reviewing recurring record questions and process gaps.

Student Records Assistant

October 2022 - July 2024

Metro Learning Institute

Chicago, IL

Supported transcript processing, enrollment updates, student information database maintenance, end of term records, and front line registrar service. Managed inquiries independently, verified source information, maintained clear documentation, and partnered with colleagues when record issues required escalation or policy review.

- Processed transcript requests after verifying student identity, academic history, and delivery details.
- Updated enrollment records and **student information databases** following documented quality control procedures.
- Reviewed **end of term records** for incomplete or inconsistent information before final processing.
- Resolved student record inquiries through research, clear communication, and documented follow up.
- Answered telephone, email, and in person questions with courteous guidance for **students** and **faculty**.
- Audited files against recordkeeping requirements, escalating sensitive issues through established channels.
- Managed multiple registrar requests independently while meeting recurring academic calendar deadlines.
- Updated team documentation after identifying repeat questions in transcript and enrollment workflows.

PROJECTS

Certificate Completion Review 📅 2025

Supported a focused review of certificate completion records by checking academic requirements, documenting exceptions, and preparing accurate records for final processing.

Cascade Content Review 📅 2024

Reviewed departmental web content in Cascade, checking links, dates, and student facing information so registration guidance stayed clear and current.

LEADERSHIP & AWARDS

- Recognized by registrar colleagues for dependable follow up on sensitive student record questions.
- Selected for team recognition after improving reference documentation for recurring registration inquiries.
- Provided peer leadership during end of term processing by sharing clear review steps and case notes.

EDUCATION

Bachelor of Arts in Communication

Northeastern Illinois University GPA: 3.5

2022

Chicago, IL

Coursework: Professional writing, interpersonal communication, organizational communication, information management

CERTIFICATIONS

- FERPA Training 2024
- Customer Service Certificate 2023

TECHNICAL SKILLS

- **Student Records Systems:** Student information databases, transcript records, enrollment records
- **Academic Records:** Graduation audits, academic evaluations, certificate processing
- **Registration Operations:** Registration workflows, payment guidance, administrative drops
- **Recordkeeping:** File auditing, quality checks, source verification
- **Student Communication:** Telephone service, email service, in person service
- **Web Content:** Cascade, web content maintenance, link review
- **Case Management:** Issue research, follow up, escalation tracking
- **End of Term Processing:** Term closeout, enrollment updates, final record review
- **Office Productivity:** Microsoft Word, Microsoft Excel, Outlook
- **Service Documentation:** Case notes, reference materials, process documentation

SKILLS

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|----------------------|---------------------------------|---------------------------|--------------------------|
| • Student Records | • Graduation Audits | • File Auditing | • Professional Writing |
| • Transcripts | • Certificate Processing | • Cascade | • Time Management |
| • Registration | • End of Term Processing | • Web Content Maintenance | • Accurate Recordkeeping |
| • Academic Petitions | • Student Information Databases | • Customer Service | |

PROFESSIONAL AFFILIATIONS

- Higher education registrar operations and student records practice.
- Academic advising and student services collaboration.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST