



Nyla Hines

Administrative Assistant 5, Executive Operations

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SUMMARY

Senior administrative professional with 8 years supporting executives and **public sector operations** through **confidential correspondence**, regulatory documentation, legislative coordination, contracts, fiscal processes, and organizational risk controls. Manages competing priorities, complex calendars, sensitive communications, board materials, briefing documents, reports, minutes, payment vouchers, fiscal notes, and **interagency agreements** with sound judgment and dependable follow through. Coordinates facilities, travel, timekeeping, treasury activities, security access, equipment, and cross agency initiatives while maintaining accurate records. Advanced Microsoft Office user with strong command of PowerPoint, Excel, Outlook, document editing, deadline management, and executive communications. Public administration experience supports thoughtful responses to government offices, partner agencies, and community members. Brings steady service, discretion, and practical problem solving to **executive operations** and public accountability.

EXPERIENCE

Senior Executive Administrative Assistant

North Sound Professional Licensing Council 📅 April 2023 - Present 📍 Tacoma, WA

Directs executive administrative operations for an executive director and deputy director, coordinating **confidential communications**, board work, fiscal activities, risk controls, facilities, partner agencies, and deadline driven organizational deliverables.

- Integrated **executive calendars**, correspondence, meetings, and priorities through Outlook, giving leaders clearer daily direction.
- Prepared board packets, **briefing documents**, minutes, and research summaries for timely executive review and approval.
- Built deliverables tracking for policy actions, contracts, and inquiries, surfacing decisions before deadlines became urgent.
- Organized risk assessment evidence and **internal controls** follow up, helping leadership review operational exposure with confidence.
- Processed **payment vouchers** and coordinated treasury, timekeeping, travel, facilities, telecommunications, access, and equipment requests.
- Represented executive priorities in **operational meetings**, connecting partner agencies around personnel, facilities, and regulatory matters.

Administrative Assistant 4

Evergreen Public Standards Commission 📅 January 2021 - March 2023 📍 Olympia, WA

Supported senior agency leaders across licensing, enforcement, and policy functions, combining executive scheduling, confidential documents, **fiscal coordination**, contracts, public communications, and cross agency request management.

- Organized complex leadership schedules and confidential materials across licensing, enforcement, and policy assignments.
- Edited **public communications**, correspondence, **minutes**, and briefing packages for varied agency and community audiences.
- Reviewed **contracts** and **interagency agreements**, tracking renewals and resolving administrative gaps before approval.
- Coordinated executive branch and partner agency responses, consolidating accurate materials for dependable delivery.
- Prepared payment vouchers and fiscal support documents while maintaining reliable timekeeping and office operations records.
- Created Excel trackers and Outlook workflows that gave leaders practical visibility into recurring **deadlines**.

Administrative Assistant 3

Cascadia Regulatory Programs Office 📅 July 2018 - December 2020 📍 Lacey, WA

STRENGTHS



Executive Prioritization

Calendars, correspondence, and deadlines stayed connected during busy leadership periods, giving executives room to focus on decisions.



Confidential Judgment

Sensitive enforcement and personnel records received careful handling, and leaders trusted follow through on restricted material.



Clear Documents

Board packets and briefing materials became easier to review after careful editing, formatting, and audience focused organization.



Cross Agency Service

Partner agencies received accurate responses and documented commitments, building confidence through steady communication and practical follow up.



Operational Follow Through

A centralized tracker kept policy, contract, and inquiry work visible, so pending decisions surfaced before deadlines tightened.

SKILLS

Executive Support

Confidential Correspondence

Calendar Management

Board Communications

Briefing Documents

Meeting Minutes

Risk Assessments

Contract Administration

Payment Vouchers

Treasury Support Timekeeping

Bill Analysis Fiscal Notes

Legislative Coordination

Public Sector Operations

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Executive Administrative Assistant at North Sound Professional Licensing Council (3.5 Years)
- Administrative Assistant 4 at Evergreen Public Standards Commission (2.2 Years)
- Administrative Assistant 3 at Cascadia Regulatory Programs Office (2.4 Years)
- Administrative Coordinator at Harbor County Administrative Services (2 Years)

Provided complex administrative support for professional regulation programs, managing correspondence, **meetings**, policy assignments, confidential enforcement records, facilities, travel, equipment, and government relationships.

- Maintained program manager calendars, correspondence, and meeting logistics across professional regulation initiatives.
- Produced letters, **reports**, agendas, minutes, and presentations with Word, **PowerPoint**, Excel, and Outlook.
- Tracked **regulatory correspondence** from intake through final response, preserving an auditable status record.
- Coordinated office access, **equipment** requests, travel arrangements, and shared **facilities** needs within established procedures.
- Controlled distribution of confidential enforcement and personnel documents, protecting sensitive information during routine processing.
- Documented government commitments and follow up actions, strengthening relationships through accurate, responsive service.

Administrative Coordinator

Harbor County Administrative Services 📅 June 2016 - June 2018 📍 Tacoma, WA

Coordinated administrative services for a public facing county office, supporting managers through scheduling, records, fiscal documentation, meeting preparation, facilities workflows, and responsive service to public and internal customers.

- Coordinated manager schedules, records, correspondence, and daily administrative services for a public office.
- Prepared meeting packets, spreadsheets, presentations, and correspondence with consistent formatting and careful proofreading.
- Monitored assignment logs and shared **deadlines**, giving management a concise view of pending work.
- Processed invoices and payment documentation, resolving incomplete submissions before fiscal approval.
- Organized **travel**, room scheduling, equipment requests, and office supplies for reliable daily operations.
- Responded to **public** and interdepartmental inquiries, documenting follow up for timely **customer service**.

PROJECTS

Executive Deliverables Tracking 📅 2024

Centralized policy actions, contract renewals, executive inquiries, and leadership deadlines in one practical tracking process, improving visibility across operations.

Agency Risk Assessment Coordination 📅 2023

Organized internal control evidence, risk assessment records, follow up actions, and leadership review materials for annual agency oversight.

LEADERSHIP & AWARDS

- Executive Operations Recognition, North Sound Professional Licensing Council, 2025
- Public Service Excellence Recognition, Evergreen Public Standards Commission, 2022
- Leadership contributor for cross agency policy and facilities coordination, 2021

EDUCATION

Bachelor's Degree in Public Administration

University of Washington Tacoma 🎓 GPA: 3.5 📅 2016 📍 Tacoma, WA

Coursework: Public Policy, Government Budgeting, Administrative Law, Organizational Management

CERTIFICATIONS

- Microsoft Office Specialist 📅 2024
- Public Sector Administration Certificate 📅 2022

TECHNICAL SKILLS

- **Microsoft Office:** Word, PowerPoint, Excel, Outlook
- **Executive Scheduling:** Calendar management, meeting coordination, deadline tracking
- **Document Production:** Board packets, briefing documents, minutes
- **Fiscal Administration:** Payment vouchers, invoices, purchasing records
- **Treasury Operations:** Treasury support, cash controls, fiscal documentation
- **Risk and Controls:** Internal controls, risk assessments, evidence tracking
- **Contract Administration:** Contracts, interagency agreements, renewal tracking
- **Government Coordination:** Executive inquiries, partner agencies, legislative correspondence
- **Regulatory Administration:** Regulatory documents, policy assignments, enforcement records
- **Office Operations:** Facilities, telecommunications, security access, equipment
- **Travel Coordination:** Travel arrangements, room scheduling, itinerary support
- **Records Management:** Correspondence records, controlled distribution, auditable tracking

PROFESSIONAL AFFILIATIONS

- Public administration professional network participant in Washington state government operations
- Administrative support contributor for public sector policy and regulatory coordination

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST