

Nadia Hail

Administrative Assistant II, Math, Science, and Health Services

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📍 Rockford, IL 61107

STRENGTHS

- 🏢 **Academic Office Support**
Keeps faculty records, schedules, syllabi, and course information organized. Colleagues rely on clear follow through when deadlines converge.
- 👥 **Customer Service**
Provides complete, accurate information to students, employees, vendors, and community members. Calm routing made difficult questions easier.
- 📅 **Meeting Coordination**
Handles invitations, rooms, agendas, minutes, catering, and follow up. Teams gained a dependable record of decisions and next steps.
- ♥️ **Financial Administration**
Tracks requisitions, transfers, contracts, and grant expenses through source documents. Careful follow up kept unresolved transactions visible.
- 🎓 **Staff Training**
Provides daily direction and trains student employees on office workflows. Practical guidance helped coverage continue during absences.

SKILLS

Customer service ERP systems

Data entry Reporting Outlook

Calendar management

Meeting coordination

Event logistics Program reviews

Course proposals

Grant documentation

Faculty scheduling

Payment requisitions

Budget transfers Proofreading

SUMMARY

Administrative support professional with six years of progressive experience in higher education, coordinating **academic office operations**, executive support, customer service, reporting, events, records, and financial transactions. Supports administrators, **department chairs**, faculty, students, employees, vendors, community members, and external partners across multiple academic departments. Experienced with ERP **data entry and reporting**, Outlook calendar management, meeting logistics, agendas, minutes, academic scheduling records, course section support, faculty documentation, payment requisitions, budget transfers, contract tracking, and grant expenditure records. Produces accurate presentations, forms, reports, procedure manuals, and communications while managing competing deadlines. Brings dependable follow through, careful proofreading, practical staff training, and strong knowledge of college processes. Prepared to contribute steady service, organized records, and timely **administrative support** in a community college setting.

EXPERIENCE

Senior Administrative Assistant

Rock River Technical College 📅 January 2024 - Present 📍 Rockford, IL

Coordinate administrative operations for several academic departments, supporting administrators, chairs, faculty, students, vendors, and community partners. Manage academic records, ERP reporting, meetings, events, institutional documentation, financial workflows, procedure manuals, and staff coverage.

- Coordinated academic office workflows across departments, improving timely service for faculty, students, vendors, and partners.
- Maintained ERP records for schedules, syllabi, **office hours**, assignments, stipends, **load reports**, and course sections.
- Prepared agendas, presentations, invitations, facilities requests, minutes, and service arrangements for academic meetings and events.
- Compiled program review, accreditation, course proposal, grant, and institutional reporting files for administrative review.
- Processed requisitions, **budget transfers**, contracts, and grant expenditures, then followed up on unresolved **ERP transactions**.
- Trained **student employees**, updated **procedure manuals**, and provided dependable administrative coverage during staff absences.

Administrative Assistant II

Northern Prairie College 📅 July 2022 - December 2023 📍 DeKalb, IL

Supported academic administrators and chairs across science and health programs through calendar management, records administration, **customer service**, reporting, meeting coordination, financial tracking, and polished document preparation.

- Supported **science** and health administrators through calendars, records, student inquiries, and faculty documentation.
- Generated **ERP reports** and corrected routine discrepancies through source document review and careful record comparison.
- Organized committee and department meetings from scheduling through final minutes, preserving clear decision records.
- Prepared institutionally formatted forms, reports, **presentations**, and **communications** through careful proofreading and document review.
- Tracked purchases, payment requests, budget adjustments, contracts, and grant expenses with complete supporting documentation.
- Coordinated rooms, invitations, services, schedules, and attendee information for academic events and external activities.

Administrative Assistant

Midstate Community College 📅 June 2020 - June 2022 📍 Normal, IL

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Administrative Assistant at Rock River Technical College (2.8 Years)

● Administrative Assistant II at Northern Prairie College (1.4 Years)

● Administrative Assistant at Midstate Community College (2 Years)

● Office Services Coordinator at Central Illinois Learning Center (7 Months)

Provided front office and academic administration support, serving students, faculty, employees, and **community members** while maintaining calendars, records, reports, meetings, purchasing workflows, and absence coverage.

- Answered student, **faculty**, employee, and community inquiries, routing complex questions for timely resolution.
- Maintained Outlook **calendars**, shared files, faculty records, meeting documents, supplies, and recurring deadlines.
- Entered college system data, verified source **records**, and extracted routine reports for academic scheduling.
- Prepared committee **agendas** and **minutes**, coordinated rooms and invitations, and preserved working group records.
- Assembled requisition documentation, tracked approvals, and followed up on incomplete purchasing transactions.
- Updated procedure guides and cross trained colleagues for reliable coverage across neighboring administrative functions.

Office Services Coordinator

Central Illinois Learning Center 📅 October 2019 - May 2020 📍 Bloomington, IL

Managed reception and clerical workflows for an education focused office, combining customer service, records, scheduling, document preparation, meeting support, supplies, and operational **reporting**.

- Managed **reception** workflows, providing timely information to **students**, instructors, visitors, and service providers.
- Created and **proofread** correspondence, **forms**, schedules, presentations, and internal notices with consistent organization.
- Maintained electronic files, paper records, calendars, meeting documents, and supply inventories for quick retrieval.
- Coordinated workshops through scheduling, room preparation, materials, attendee communications, and service arrangements.
- Entered operational information into office systems and prepared recurring spreadsheets after checking source records.
- Balanced **customer service**, records, scheduling, document preparation, and backup support during high volume periods.

PROJECTS

Academic Records Reporting Improvement 📅 2024

Standardized recurring academic records and reporting workflows across departments, giving administrators clearer source documentation and more consistent follow up for institutional requests.

Faculty Documentation Coordination 📅 2023

Organized faculty schedules, syllabi, office hours, assignments, stipends, and load documentation, supporting accurate academic planning and timely administrative review.

LEADERSHIP & AWARDS

- Selected for expanded senior administrative responsibilities after demonstrating dependable service across multiple academic departments.
- Recognized by academic teams for accurate meeting records, careful proofreading, and steady follow up on financial documentation.
- Trusted to train student employees and provide administrative backup during absences, breaks, and high volume periods.

EDUCATION

Associate of Applied Science in Office Administration

Rock Valley College 🎓 GPA: 3.5 📅 2019 📍 Rockford, IL

Coursework: Office procedures, business communications, records management, accounting fundamentals

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2021
- Higher Education Administrative Operations Certificate 📅 2022

TECHNICAL SKILLS

- **Office Productivity:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Calendar Systems:** Microsoft Outlook, shared calendars, meeting scheduling
- **ERP Administration:** ERP data entry, ERP reporting, transaction review
- **Academic Records:** Syllabi, office hours, course sections
- **Faculty Documentation:** Assignments, stipends, load reports
- **Institutional Reporting:** ICCB reporting, HLC reporting, program reviews
- **Financial Processing:** Payment requisitions, budget transfers, grant expenditures
- **Meeting Administration:** Agendas, minutes, committee records
- **Document Management:** Central files, procedure manuals, records retention
- **Event Coordination:** Invitations, facilities requests, catering services
- **Communication Support:** Forms, presentations, correspondence
- **Customer Service:** Student inquiries, vendor support, community service

PROFESSIONAL AFFILIATIONS

- Higher education administrative support professional serving academic departments, faculty, students, and community partners.
- Community college operations contributor with ongoing involvement in committees, advisory groups, meetings, and institutional reporting.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST