

Madeline Benitez

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SUMMARY

Early career administrative professional with two years of supervised office support, academic research, and public administration practice. Prepared correspondence, reports, lineups, briefing materials, and **operational documents** using **Microsoft Word** and PowerPoint. Maintained confidential records, **appointment calendars**, audit sheets, databases, file indexes, and timekeeping information with consistent accuracy and discretion. Entered work hours into payroll workflows, reconciled source documents, and researched Georgia local government procedures, statutes, ordinances, and internal policies. Communicated procedural information clearly during simulated **public inquiries** and routed requests through appropriate channels. Experience includes Microsoft Outlook, Excel, Adobe Reader, scanning, copying, mail distribution, multi line telephone procedures, and document control. Ready for a structured administrative setting where careful records work and respectful service support public safety operations.

EDUCATION

Associate of Applied Science in Business Administrative Technology

Central Georgia Technical College GPA: 3.8

2026
Warner Robins, GA

Coursework: Records administration, Microsoft Office applications, business communication, public administration

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook, PowerPoint
- **Adobe Applications:** Adobe Reader, PDF review, document viewing
- **Records Administration:** File indexing, records retention, document control
- **Payroll Systems:** Time entry, source reconciliation, payroll records
- **Database Management:** Data entry, database maintenance, record tracking
- **Office Equipment:** Scanner, copier, calculator, multi line telephone
- **Calendar Systems:** Outlook calendars, appointment scheduling, meeting routing
- **Document Production:** Correspondence, reports, lineups, briefing materials
- **Research Methods:** Ordinance research, policy review, data compilation
- **Public Administration:** Local government procedures, department policies, public records
- **Communication Tools:** Telephone inquiries, written communication, procedural explanations
- **Mail Operations:** Mail sorting, mail distribution, delivery logs

SKILLS

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|--------------------------|------------------------|------------------------|----------------------|
| • Administrative support | • Microsoft Outlook | • Payroll data entry | • Report preparation |
| • Confidential records | • Microsoft Excel | • Database maintenance | • Public inquiries |
| • Calendar management | • Microsoft PowerPoint | • File management | • Research |
| • Microsoft Word | • Adobe Reader | • Correspondence | |

EXPERIENCE

Public Administration Office Practicum

University Project

January 2026 - September 2026
Macon, GA

Supported a supervised municipal office simulation involving confidential personnel records, calendars, correspondence, payroll workflows, operational reports, and public inquiry routing. Applied document control, records administration, and research practices while presenting completed workflows for faculty and peer review.

- Indexed 300 sample **records** in Excel, then reconciled entries against source documents for completeness.
- Prepared formal **correspondence**, briefing materials, and operational **reports** in Word and PowerPoint.
- Entered simulated work hours into **payroll** workflows, verifying totals before weekly submission.
- Researched Georgia **procedures** and separated statutory requirements from internal policy guidance.
- Presented calendar control, records retrieval, inquiry routing, and confidentiality practices to faculty and peers.
- Organized **confidential** mock personnel files and departmental reference materials for simulated municipal operations.

Government Records Research Assistant

Academic Research

August 2025 - December 2025
Macon, GA

Supported faculty directed research on public sector **records administration** by cataloging ordinances, policies, procedural references, and sensitive course materials. Built searchable tracking resources, prepared research summaries, indexed scanned files, and incorporated faculty feedback into a final briefing.

- Cataloged ordinances, **policies**, and procedural references for a faculty directed research dataset.
- Created an **Excel** workbook tracking source status, review notes, and document categories.
- Drafted **research** summaries and formatted citations in Word for faculty review.
- Scanned paper materials, applied standardized filenames, and verified digital copy readability.
- Managed sensitive research files according to faculty instructions and controlled access carefully.
- Presented **records** organization and retrieval methods after incorporating feedback from two faculty reviewers.

Administrative Operations Simulation

January 2025 - May 2025

Course Project

Macon, GA

Completed supervised office operations training for a fictional public service department. Practiced scheduling, telephone response, correspondence, records control, mail distribution, **document preparation**, and issue resolution using standard office software and equipment.

- Managed a shared **Outlook** calendar and routed meeting requests using documented priority rules.
- Recorded simulated telephone details and directed inquiries through multi line call scenarios.
- Produced **lineups**, memos, reports, and mail logs using Microsoft Office and **Adobe Reader**.
- Resolved incomplete forms and conflicting entries through documented review and escalation.
- Reviewed portfolio files and corrected naming, formatting, and index discrepancies before assessment.
- Practiced **scanner**, copier, **calculator**, and standard office equipment procedures during classroom exercises.

PROJECTS

Municipal Records Control Workflow 📅 2026

Created a supervised records workflow connecting confidential files, calendar control, audit sheets, payroll support, correspondence, and inquiry routing for a simulated municipal office.

Georgia Administrative Procedures Research 📅 2025

Compiled ordinances, policies, and procedural references into organized research materials, distinguishing statutory information from internal guidance for faculty review.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Administrative Technology Student Achievement Award, 2026
- Peer Tutor, Business Technology Lab, 2025 to 2026

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2026
- Microsoft Office Specialist: Word Associate 📅 2025

PROFESSIONAL AFFILIATIONS

- Student Volunteer, Campus Records Organization Project, 2025
- Peer Tutor, Business Technology Lab, 2025 to 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST