

Aubrey Steele

Senior Administrative Assistant, Intercultural and Enrollment Services

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STRENGTHS

- 👥 **Inclusive Student Service**
Explained enrollment and residency steps in plain language, and students often returned for calm, practical guidance.
- 📅 **Financial Accuracy**
Reconciled invoices, deposits, reimbursements, and account codes before reporting. A careful second look prevented avoidable corrections.
- 📅 **Schedule Coordination**
Resolved room and instructor conflicts through shared calendars and timely follow up. Colleagues relied on clear updates.
- 🔒 **Confidential Records**
Protected student and personnel information across forms, databases, and files. Trust grew through consistent document control.
- 🎓 **Workflow Training**
Trained peers on databases and service steps, then reviewed work quality. Practical coaching made busy periods easier.

SKILLS

Administrative support

Enrollment services

Student services

Academic scheduling

Budget administration

Financial reconciliation

Contracts and requisitions

Event coordination

Committee support

Customer service

SUMMARY

Senior administrative professional with nine years of progressively responsible experience supporting higher education, nonprofit programs, student services, **enrollment workflows**, **academic scheduling**, budgets, records, events, and complex office operations. Provides calm, inclusive service for diverse students, faculty, staff, community members, and visitors, translating **institutional procedures** into clear guidance and practical next steps. Coordinates calendars, schedules, facilities, purchasing, contracts, reconciliations, committee materials, databases, reports, and confidential records with sound **independent judgment**. Uses spreadsheets, registration systems, scheduling tools, word processing, databases, and modern office technology to keep work accurate and timely. Experience includes training colleagues, reviewing work quality, resolving concerns, researching policy questions, and improving intake and tracking processes. Prepared to contribute dependable administrative judgment, thoughtful service, and organized follow through in a complex educational setting.

EXPERIENCE

Senior Administrative Coordinator, Student Access and Academic Operations

West Bay Community College Foundation 📅 March 2023 to Present 📍 San Jose, California

Supports dean level administration across student access and academic teams, coordinating confidential information, financial transactions, schedules, facilities, records, governance materials, and service workflows. Provides technical direction and quality review for administrative staff without formal supervisory authority.

- Coordinate dean calendars, confidential **correspondence**, facility requests, student inquiries, and deadlines across academic teams.
- Manage requisitions, invoices, contracts, reimbursements, **account codes**, and monthly budget reconciliation for accurate reporting.
- Maintain **registration databases**, review student forms, and explain enrollment, records, residency, and service procedures.
- Resolve room conflicts through shared scheduling records, faculty availability checks, and timely academic coordination.
- Prepare agendas, **statistical reports**, forms, and governance materials while protecting confidential student and personnel information.
- Train administrative staff on databases, document controls, **customer service**, and workflow **quality review**.

Administrative Services Specialist, Arts and Education Programs

Peninsula Arts & Education Collaborative 📅 July 2020 to February 2023 📍 Palo Alto, California

Managed administrative services for education and arts programs, combining public facing support, event coordination, specialized space scheduling, purchasing, **records**, financial transactions, and operational reporting. Improved service flow across program, facilities, and administrative teams.

- Supported education programs through **calendars**, public inquiries, purchasing, records, and specialized space scheduling.
- Planned workshops and **public programs** using reservations, contractor documents, materials, timelines, and on site coordination.
- Reconciled point of sale transactions, deposits, invoices, and expenses, researching variances for finance review.
- Validated participant, vendor, and program **databases**, correcting discrepancies before statistical and operational reporting.

Records management Databases
Spreadsheets Scheduling systems
Registration systems

LANGUAGES

English Native
Spanish Intermediate

MY CAREER

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MONTHS

- Drafted correspondence, **schedules**, flyers, meeting materials, and **reports** for staff and public audiences.
- Improved intake and tracking procedures after reviewing service bottlenecks across facilities and program teams.

Administrative Assistant, Student Resource Services

Santa Clara Student Resource Center 📅 September 2018 to June 2020 📍 Santa Clara, California

Delivered frontline student support while maintaining confidential **files**, processing financial documentation, coordinating workshops, preparing reports, and connecting students with campus and **community resources**. Applied policy guidance and escalated matters requiring management interpretation.

- Guided students through **forms**, appointments, eligibility questions, referrals, and community resource connections.
- Maintained confidential electronic records, verified documentation, and routed incomplete submissions for resolution.
- Processed invoices, reimbursements, bookkeeping records, **expenditures**, and spreadsheet reconciliations for program **budgets**.
- Organized meetings and workshops with **agendas**, attendance records, materials, calendars, and follow up documentation.
- Responded to complaints with tact, researched program guidance, and escalated questions requiring management interpretation.
- Produced participation reports from database records, checking totals and source data before leadership review.

Office Assistant, Continuing Education Operations

Evergreen Learning Institute 📅 October 2017 to August 2018 📍 Campbell, California

Supported continuing education administration through registration records, **class schedules**, correspondence, invoices, classroom reservations, reception coverage, and confidential information handling. Built an early foundation in accurate records, service communication, and deadline management.

- Supported continuing education schedules, **student records**, correspondence, supply requests, and reception coverage.
- Entered **registration** and attendance data, verifying records against source forms for reliable program files.
- Prepared letters, spreadsheets, class lists, and event materials using standard office **applications**.
- Processed **invoices** and **reimbursements**, checking arithmetic and account information before review.
- Coordinated classroom reservations and instructor changes, communicating updates to students and staff.
- Protected confidential information, prioritized assignments, answered routine questions, and escalated exceptions appropriately.

PROJECTS

Enrollment Records Improvement 📅 2024

A recurring records question became an opportunity for clearer service. Refined intake tracking, documentation checks, and referral steps so students received consistent guidance and staff could locate actions quickly.

Community Program Reconciliation 📅 2022

Small transaction differences often delayed closeout. Reviewed registration, point of sale, deposit, and expense records, then clarified tracking steps for smoother finance review.

LEADERSHIP & AWARDS

- Recognized by academic leadership for dependable coordination of confidential schedules, governance materials, and student service deadlines.

- Selected to train administrative colleagues on workflow controls, database practices, customer service, and document quality.
- Entrusted with complex reconciliations and public programs after consistently accurate records and thoughtful issue resolution.

EDUCATION

Associate of Arts in Business Administration

De Anza College 🎓 GPA: 3.5 📅 2017 📍 Cupertino, California

Coursework: *Business writing, bookkeeping, statistics, organizational management*

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2021
- Business Administration Coursework Certificate 📅 2017

TECHNICAL SKILLS

- **Office Applications:** Microsoft Excel, Microsoft Word, Microsoft Outlook
- **Database Systems:** Student databases, participant databases, records databases
- **Scheduling Systems:** Academic scheduling, room assignments, shared calendars
- **Enrollment Systems:** Registration systems, enrollment workflows, student forms
- **Financial Processing:** Requisitions, invoices, reimbursements
- **Accounting Records:** Budget tracking, deposits, account codes
- **Reporting Tools:** Statistical reports, spreadsheets, data validation
- **Event Operations:** Reservations, workshops, public programs
- **Service Operations:** Point of sale, ticketing, registration
- **Records Administration:** Confidential files, personnel records, student records
- **Governance Support:** Agendas, committee materials, action tracking
- **Office Technology:** Printers, scanners, telephone systems

PROFESSIONAL AFFILIATIONS

- Higher education administrative support community, with ongoing focus on student access, records accuracy, and inclusive service.
- Arts and education program network, supporting workshops, public events, specialized spaces, and community engagement.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST